

Status Update #2 on Progress Toward Recommendations from the Ombudsperson Report – January 30, 2018

Government's commitment to [address each of the recommendations](#) has not wavered since the April 2017 release of the Ombudsperson's report *Misfire: The 2012 Ministry of Health Employment Terminations and Related Matters*. The events described in the report, and the resulting impact on the lives of the individuals impacted by them, call for the Public Service to implement meaningful changes to policies and processes that will ensure such events cannot happen again. This work continues with the focus and attention it deserves.

The Public Service's [first Status Update](#) was posted to government's web site on October 5, 2017. At that time, it was acknowledged that, despite working diligently to address the recommendations, it may not meet the timelines set out in the Ombudsperson's report for recommendations where new legislation or amendments to existing legislation were required. However, since then, work on these recommendations has accelerated. The Public Service is now confident it will meet these timelines recommended by the Ombudsperson.

As of October 5, progress toward addressing the 41 recommendations was as follows:

| # of recommendations | Status |
|----------------------|---|
| 22 | complete |
| 2 | partially complete, meaning one of the elements is complete and others are underway |
| 9 | underway |
| 8 | not yet started |

The following information adds to the first Status Update and serves as the second Status Update on progress toward addressing the Ombudsperson's 41 recommendations. As of January 18, 2018:

| # of recommendations | Status |
|----------------------|---|
| 24 | complete |
| 2 | partially complete, meaning one of the elements is complete and others are underway |
| 13 | underway |
| 2 | not yet started |

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| Rec # | Status |
|---------------|--|
| R3 (b) | R3 is partially complete. R3(b): The Hon. Thomas Cromwell continues to facilitate the process to reach agreement with the individuals. |
| R4 | R4 is partially complete. R4(b): The Hon. Thomas Cromwell is reviewing the submissions and will make recommendations to government within the timeline recommended by the Ombudsperson. |
| R6 | Underway. The parties agreed to refer this matter to the Hon. Thomas Cromwell to be addressed; his terms of reference were amended accordingly. The parties have made their submissions to Mr. Cromwell for his evaluation. |
| R9 | Not yet started. Work will start on R9 once the individuals to whom letters will be written have been identified through the process of implementing R4. |
| R10 | Not yet started. These letters relate to persons who received data demand letters, but excludes those persons falling under R4 who are to receive an apology letter under R9. The additional letters called for by this recommendation will be prepared once the identity of the people excluded from this recommendation has been ascertained. |
| R17 | Underway. In Summer and Fall 2017, the Public Service Agency undertook research, developed policy decision documents and sought direction from government. Work to develop a policy framework for assessing conflict of interest situations is underway. |
| R18 | Underway. In Summer and Fall 2017, the Public Service Agency undertook research, developed policy decision documents and sought direction from government. Work is underway to address the recommendation with the intent to have in place a senior and fully trained staff member by March 31, 2018. |
| R19 | Underway. In Summer and Fall 2017, the Public Service Agency undertook research, developed policy decision documents and sought direction from government. Work is underway to draft any necessary amendments to the Accountability Framework for Human Resource Management to ensure clear allocation of responsibility as described by the Ombudsperson in the recommendation. |
| R20 | Underway. An independent compliance review of the investigatory policies established in response to the McNeil Report is underway. |
| R23 | Underway. |

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| R24 | <p>Complete. The Ministry of Health and the Corporate Information and Records Management Branch, in consultation with the Office of the Information and Privacy Commissioner, have developed guidelines regarding the suspension of access to data. These guidelines are available online here.</p> |
| R27 | <p>Underway. In Summer and Fall 2017, the Public Service Agency undertook research, developed policy decision documents and sought direction from government. The Public Service is working to implement government direction and address this recommendation. Proposed new legislation or amendments to existing legislation, if any, will be introduced in the Spring 2018 legislative session. Legislation is subject to passage by the Legislative Assembly of British Columbia.</p> |
| R31 | <p>Underway. The Legal Services Branch and Head of the Public Service are working to develop these written protocols.</p> |
| R32 | <p>Underway. In Summer and Fall 2017, the Public Service Agency undertook research, developed policy decision document and sought direction from government. The Public Service is working to implement government direction and address this recommendation, including consulting with the Ombudsperson. Proposed new legislation or amendments to existing legislation, if any, will be introduced in the Spring 2018 legislative session. Legislation is subject to passage by the Legislative Assembly of British Columbia.</p> |
| R35 | <p>Complete. The Ministry of Health has developed a plan, with timelines and milestones, to address the gaps in the areas of pharmaceutical and public health services, data access, and infrastructure to study and integrate evidence into practice that were previously identified in response to R34. The plan to address these gaps is available online here.</p> <p>In the coming weeks, the Ministry of Health will release a new research strategy which outlines a new approach for strengthening the culture and infrastructure for research use and knowledge management across the Ministry, including a commitment to strengthen partnerships with the research community and other health sector stakeholders.</p> |
| R36 | <p>Underway. The new category to recognize public servants whose work is outstanding in the area of evidence-based or evidence-informed policy or program development will be incorporated into the 2018 Premier's Awards program launch in Spring 2018.</p> |
| R37 | <p>Underway.</p> |

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|------------|---|
| | Discussions are underway between the Ministry of Health and the University of British Columbia about addressing the recommendation. |
| R38 | Underway. Discussions are underway between the Ministry of Health and the University of British Columbia about addressing the recommendation. |
| R41 | Underway. This document represents the Public Service's second update on progress toward addressing the Ombudsperson's recommendations. |