

Statement from Dr. Ted Rogovein, Chief of Staff
St. Joseph's Health Centre, Toronto
November 5, 2014

The death of a loved one is devastating. We have extended our deepest sympathies to the family and friends of Ms. Minocha and we are truly sorry for their loss. The entire St. Joseph's community has been deeply affected by this situation.

At St. Joseph's, we have a dedicated and caring team that focuses on providing safe, high quality care. Providing safe, high quality care is our number one priority.

We take patient and family concerns very seriously. As part of our commitment to patients and their families, we have a clear and consistent process to review and investigate concerns and to communicate regularly with patients and families to help address questions they may have.

This includes conducting clinical reviews which examine the sequence of events related to the patient's care and treatment. Once a review is completed all facts and findings of the review are disclosed to the family and in addition, we share all recommendations and action plans that have resulted from the review. We have followed this process and shared this information directly with Ms. Minocha's family.

As part of this process, Patient Relations facilitates discussions and sharing of information between care providers and patients and families. Since May, patient relations and members of the care team at St. Joseph's have been in communication with the Minocha family. To address questions and concerns and to provide ongoing support, we have interacted through face-to-face meetings, phone meetings and via written correspondence.

As is our normal procedure, in the case of Ms. Minocha's death, the Coroner was immediately informed and a case review and autopsy were independently conducted by the Coroner. The Coroner continues to review the case and we continue to cooperate with the Coroner.

Every effort has been made to address the family's questions and concerns, we have committed to them to keep the lines of communication open and we have apologized to the family for our letter dated September 8, 2014. As recently as Friday, October 24, 2014, our CEO, Chief of Staff, Vice President of Clinical Services and the Chief of Medicine reviewed Ms. Minocha's care with her family on a teleconference call and in a written letter that summarized the results of our review.

We are very sorry for their loss and extend our sincere condolences on behalf of the St. Joseph's community.