



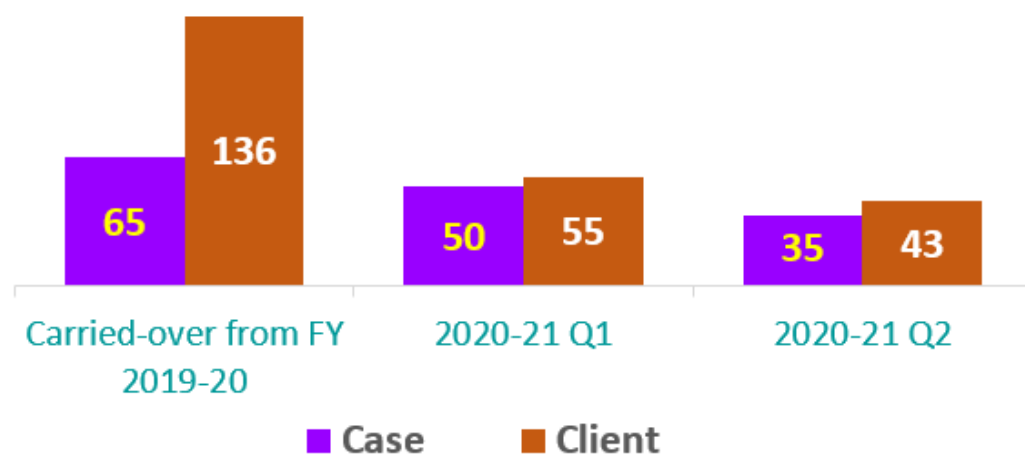
Centre for Ombuds, Resolution and Ethics (CORE)

Health Canada (HC) Spotlight April 1st, 2020 – Sept. 30th, 2020

The total number of HC cases for 2020-21 Q1 to Q2: **150**
(**65** cases carried over from last year), with **234** clients;

HC Cases - Regional Breakdown						
Region	NCR	AB	ON	QC	Other (region with cases <5)	Total
Case	120	11	10	7	2	150
Client	187	11	12	22	2	234

of HC Cases & # of HC Clients by Quarter



Case by Branch (only branches with ≥ 5 cases)

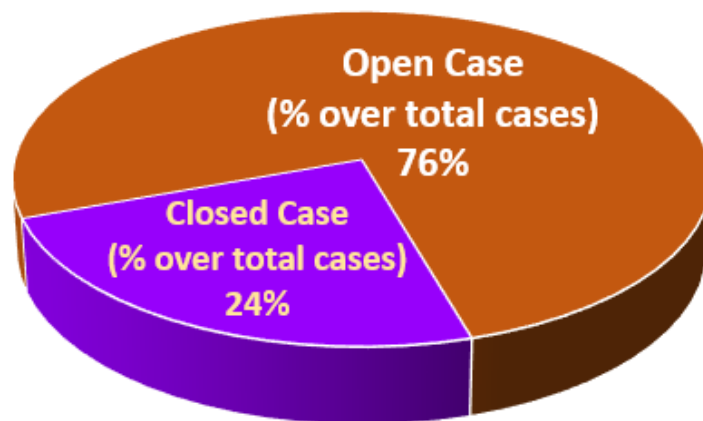
HPFB (Health Products & Food)	42
CSB (Corporate Services)	34
ROEB (Regulatory Ops & Regions)	19
HECSB (Health Enforcement & Consumer Safety)	19
CSCB (Controlled Substances & Cannabis)	12
Other (each has cases < 5)	9
CPAB (Communications & Public Affairs)	9
SPB (Strategic Policy)	6



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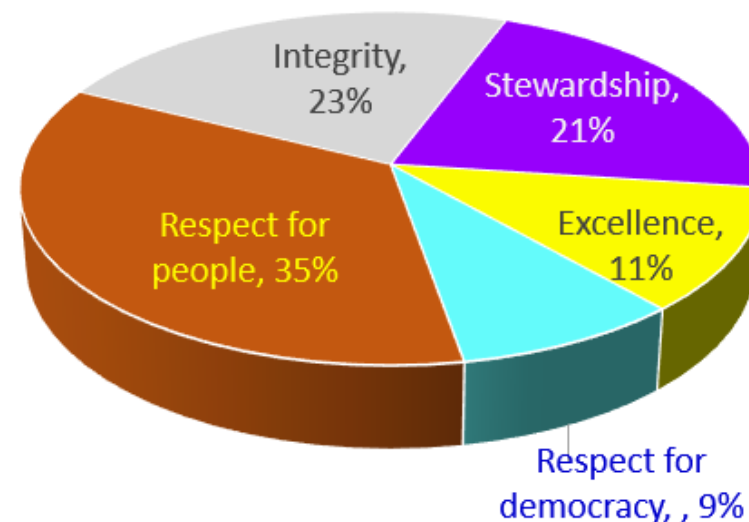
Open Cases vs. Closed Cases



* Out of the **150** total cases, **36** are closed and **114** are open.

* The average days for a case (from open to close) is **68** days.

HC - Issues Categorized per Public Service Value





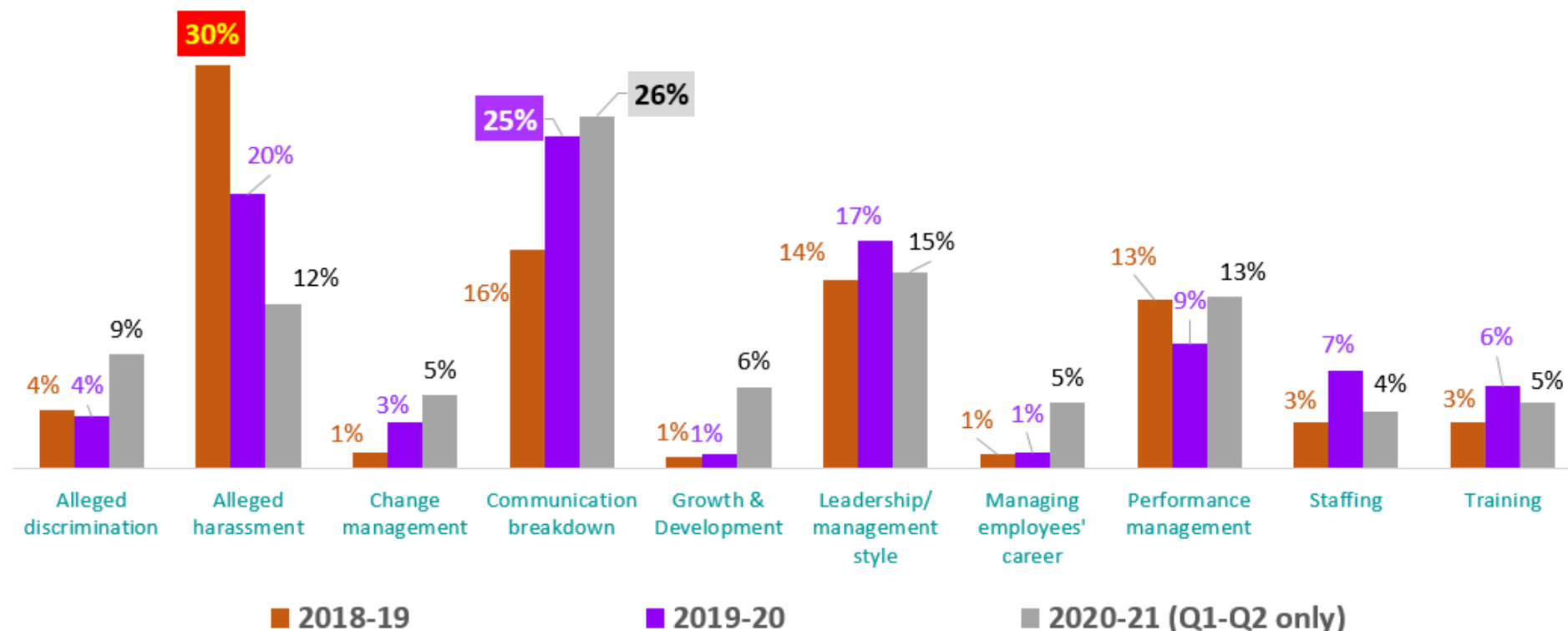
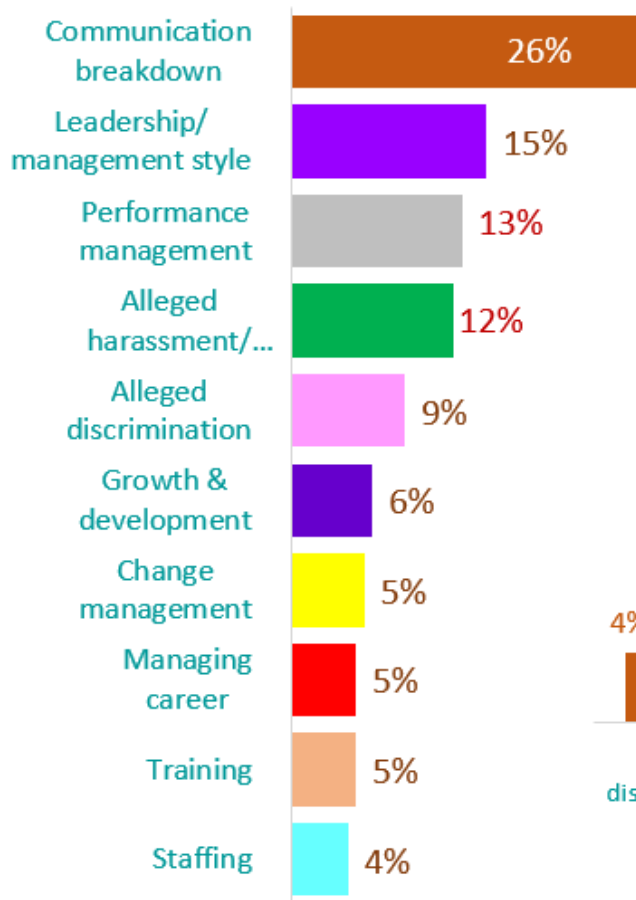
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Health Canada (HC) Spotlight April 1st, 2020 – Sept. 30th, 2020

Top Issues (3 year comparison)

* 2020-21 #1 issue is communication breakdown (26%) with a noted increase in discrimination and growth & career development concerns, and a decrease in harassment

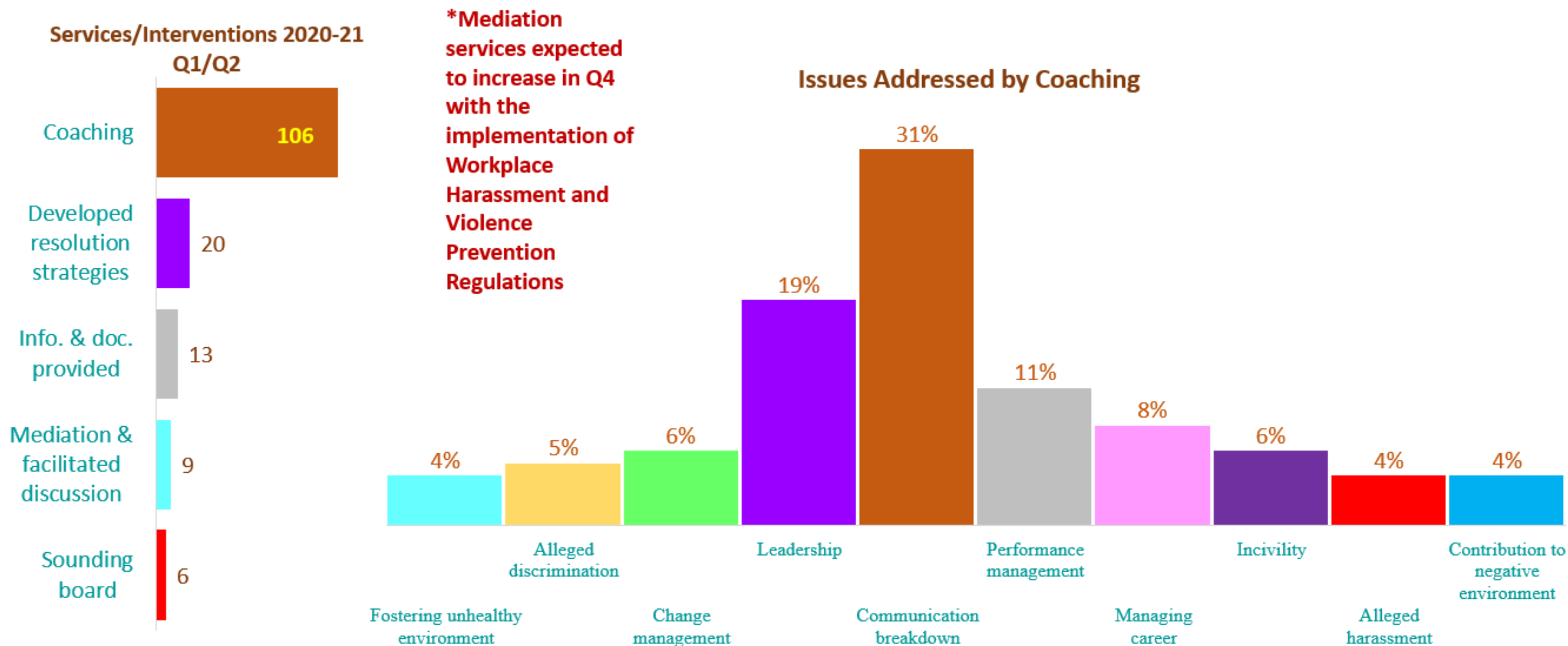
2020-2021 HC Top 10 Issues





Centre for Ombuds, Resolution and Ethics (CORE)

Health Canada (HC) Spotlight April 1st, 2020 – Sept. 30th, 2020

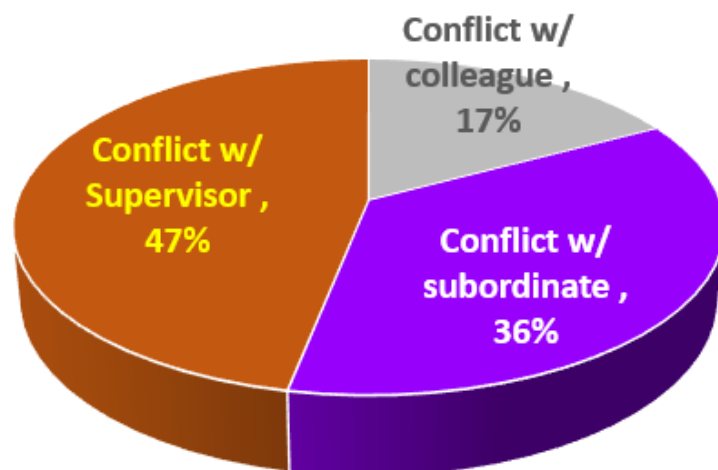




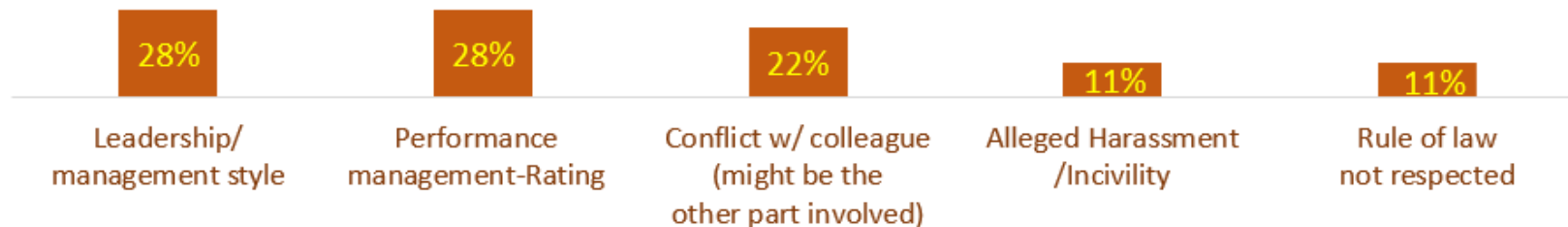
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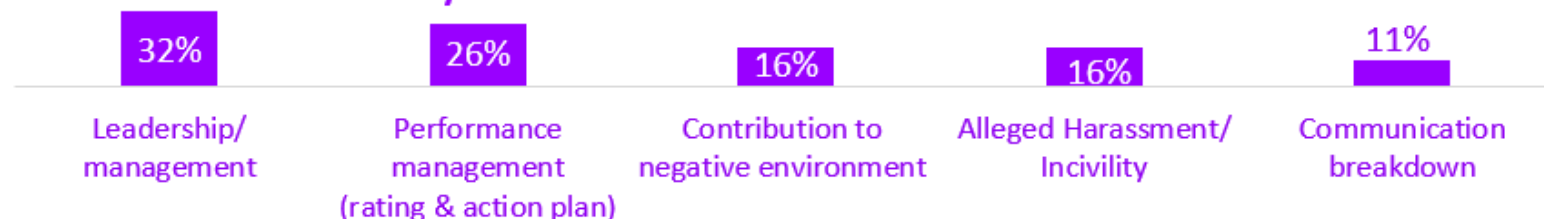
Relationship Issues



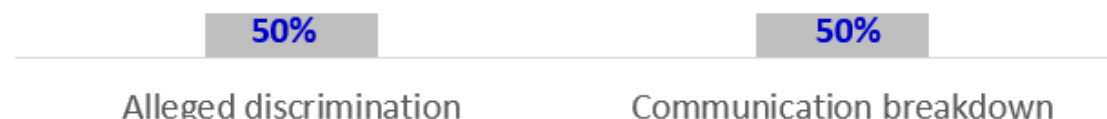
Key Issues related to Conflict with Supervisor



Key Issues related to Conflict with Subordinate



Key Issues related to Conflict with Colleague



Five-Year Trend

The proportion of cases referred to CORE relating to conflict with a supervisor or subordinate increased over the last five years, while conflict with colleagues decreased, suggesting a need to focus outreach and education on how to improve the employee-management relationship, notably with respect to leadership style and the performance management process.

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