



Timeline:

5:00 pm Report on 2022 HSNS Client Experience Survey, by Erin Lamond, HSNS Manager, Marcia Curry HSNS Manager
5:30 pm Regular board meeting

Board of Directors

Barnett, Scott (Chair)	V	Logan, Emma	R	Noronha, Adline	V
Haley, Matthew	V	Manning, Tammy	V	Rizzetto, Maria	V
Kiefte, Michael	R	Marchand, Josette	V	Sibley-Fox, Paula (Sec-Treasurer)	V
Kujath, Magdalena	V	Mason-Browne, Anne (CEO)	V	Tonet, Megan	R
Landy, Mark (Vice Chair)	V	Moore, Gordon	V		
				McKenna, Lynn – Admin Assistant	V
Guests: Dr. Greg Noel, Director of Adult and Mi’kmaq Hearing and Speech Services Mr. Bob Kolanko, Director of Finance and Operations Dr. Sharon Walker, Director of Pediatric and Autism Hearing and Speech Services Ms. Erin Lamond, HSNS Manager Ms. Marcia Curry, HSNS Manager					

Present: (P) Videoconference: (V) Regrets: (R) Absent: (A)

Mr. Barnett read the HSNS Mission and Vision to the Board members as a reminder. Ms. Mason-Browne introduced the presenters and how the presentations relate to our Strategic Plan and Quality Improvement processes.

1. Call to Order

The meeting was called to order at 5:04 pm by Mr. Barnett.

2. Approval of Agenda

MOTION: THAT the Board of Directors approve the agenda. It was moved and seconded. Motion carried.

3. 2022 HSNS Client Experience Survey

Ms. Curry and Ms. Lamond provided a detailed summary of the results from the 2022 survey, including data comparisons to previous years.

Q: Could you break down the numbers of surveys/negative feedback received geographically?

A: We have not done that, but we could.

Q: What do you plan to do with this data?

A: This information goes to the management team, the board, and then the Strategic Planning Committee. It is used to guide our goals, targets, and quality improvement initiatives.

Q: Why are the numbers lower for inpatients?

A: It is challenging to give the surveys to inpatients as the caseload for healthcare staff is quite heavy. The inpatient would also need support from someone to fill it out, and with someone with communication difficulties, it is very challenging. In previous years we had a Partner In Care helping out with supporting inpatients (suspended due to Covid restrictions) . We are continuing to find ways to support inpatients to complete surveys.

Q: Has there been any data on the average length of time it takes to fill out the survey?

A: We have not collected how long it takes to fill it out but that would be very valuable information.

4. Announcements

4.1 Regrets: as listed above

4.2 Declarations of potential conflict of interest: none.

5. Minutes, November 17, 2022

MOTION: THAT the Board of Directors approve the minutes as circulated. It was moved and seconded. Motion carried.

6. Board Executive Report

The Board Executive did not meet since the last board meeting. The next Board Executive meeting is February 9, 2023.

7. Committee Reports

7.1 Finance and Investment Committee update: The Committee met on Jan 18, 2023 (report attached). Ms. Sibley-Fox reviewed the report. Mr. Kolanko will arrange for the investment portfolio reps to present at the next committee meeting (date of meeting is yet to be determined). Discussion was held around perhaps holding a review every five years of the relationship with the auditor and whether it should go to a tendering process. If this was of interest, the Finance and Investment Committee could draft a recommendation for policy review by the Policy and Governance Review Committee.

MOTION: THAT the Board of Directors approve the recommendation of the F&I Committee to reappoint auditor Lyle Tilley Davidson for the 2023-2024 year. It was moved. Motion carried.

7.2 Policy and Governance Review update: The Committee did not meet since the last board meeting. Next meeting is February 9, 2023.

7.3 Nominating Committee update: The Committee met on Jan 10, 2023 (report attached). Ms. Manning reviewed the report. Three expressions of interest were reviewed and are under consideration. Next meeting is February 9, 2023. The Board was also directed to review Policy 13 Standing Committees which describes board member responsibilities for recruitment and the requirements for board committees. Board members are encouraged to consider volunteering on one of the Board Committees starting next fall and to contact the Chair of the Nominating Committee if more information is needed.

8. Business Arising

8.1 Meeting Evaluation form: Mr. Barnett reported that 0 forms were submitted from the last board meeting.

9. Old Business: none

10. New Business: Discussion was held around the suggestion of starting board meetings 15 minutes later, at a start time of 5:15 pm. This will affect the end time of meetings, in-person meetings and especially site tours. Suggestions were having virtual meetings start at 5:15 pm, in-person at 5:00 pm and site tours earlier; for in-person we could have supper first at 5:00. It was agreed to try it out at 5:15 pm start for the February meeting.

MOTION: THAT the board approve the new start time of board meetings at 5:15 pm. It was moved and seconded. Discussion was held and the motion was withdrawn.

11. CEO Report to the Board: Ms. Mason-Browne presented the CEO Report (attached).

11.1 Highlights of the CEO Report are as follows:

- **Stakeholder Engagement:** The Privacy Impact Assessment requested by the IWK (a requirement of the HSNS-IWK Operational Agreement) is complete and signed off by both parties.

Collective Bargaining between HSNS and Nova Scotia Government Employees Union (NSGEU) Local 20 is scheduled to resume its negotiations on January 23.

We were pleased to receive funding support for the HSNS priority capital equipment requests (submitted in the HSNS approved Business Plan for 2022-2023) from the Department of Health and Wellness (DHW) in December.

The New Brunswick Association of Speech Language and Audiology (NBASLPA), which administers the NB licensure for audiology and speech-language services in New Brunswick, has established a special licensure category permitting non-NB audiologists and speech-language pathologists to provide urgent specialized clinical services to NB residents.

- **Staffing and Service Disruptions:** Recruitment for two clinical manager positions (these positions are related to the clinical manager retirements of Christine Santilli and Teresa Alexander-Arab) is successful with the hiring of Danielle Doucet (started on January 3) and Hilary Wallace (starting on Feb 27).

We continue to have ongoing vacancies in Communication Disorder Technicians (CDT) positions across the province (Yarmouth/Digby, Antigonish, Amherst) and have recently had 2 CDT resignations (New Glasgow, HRM).

The Provincial Preschool Autism Service (PPAS) is presenting additional recruitment pressures.

- **Quality and Quality Improvement:** The analysis of the HSNS annual survey of client experience is complete and the report on results will be presented to the Board at its regular meeting on January 19.
- **Risk Plan:** The HSNS Risk Plan indicators will be presented to the Board during the presentation of the Integrated Quality Scorecard (Quarter 3) at its regular meeting in January.
- **Talent Management Plan:** A status update on annual targets for the Talent Management Plan was presented to management for discussion on January 9.
- **Communications:** The PR Hive proposal of the HSNS Two Year Communications Plan (2023-2024-2025) was received and is currently under review and negotiation.

11.2 Overview of HSNS Integrated Quality Framework: As requested by a board member in a previous board meeting, Dr. Walker provided an overview to the Board. The presentation overview of the Integrated Quality Framework is available for review in the Aprio library in the folder "Integrated Quality Scorecard".

Q: Is there anything we've taken from scorecards of other organizations?

A: Not this year.

11.3 Integrated Quality Scorecard: Q3 2022-2023 report: Dr. Walker presented the Q3 Scorecard and Key Performance Indicators (KPIs) to the board. Discussion was held around different

aspects of the report, with clarification and suggestions for additional analysis presented. At this point Ms. Rizzetto left the meeting.

11.4 Results based performance report: Dr. Walker presented the Results Based Performance Report to the board.

12. Members Comments

- Mr. Haley and other board members expressed their appreciation to Dr. Walker for her presentations.
- Ms. Manning referred to today's CBC segment/article on hearing loss in the African Nova Scotian community.

13. In-camera session:

The CEO and staff left the meeting for the Board to hold an in-camera session. It was moved and seconded. Motion carried.

14. Date of next meeting: Thursday, February 16, 2023 (Zoom meeting)

15. Adjournment

It was moved to adjourn the meeting at 7:35 pm. Motion carried.

Recorded by:  Approved by: _____