



Board Meeting

HSNS Board of Directors

May 18, 2023 – 5:15 pm

In person – large boardroom

**Timeline:**

- 4:30 pm Board Executive photoshoot (Scott, Mark, Paula, Anne)
- 5:15 **Living Life with Aphasia: A Partner in Care’s story**, presented by Ms. Ferne Mardlin-Smith, Partners in Care member and prior HSNS client.
- 5:45 Dinner
- 6:15 Regular board meeting

**Board of Directors**

Barnett, Scott (Chair)	P	Logan, Emma	P	Noronha, Adline	A
Haley, Matthew	P	Manning, Tammy	P	Rizzetto, Maria	P
Kiefte, Michael	P	Marchand, Josette	P	Sibley-Fox, Paula (Sec-Treasurer)	R
Kujath, Magdalena	R	Mason-Browne, Anne (CEO)	P	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  
 Dr. Sharon Walker, Director of Pediatric and Autism Hearing and Speech Services  
 Mr. Bob Kolanko, Director of Finance and Operations  
 Ms. Ferne Mardlin-Smith, Partner in Care (PiC), prior HSNS client  
 Ms. Alayne MacDonald, Speech-Language Pathologist (SLP)  
 Ms. Erin Lamond, Clinical Manager

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

**1. Call to Order**

The meeting was called to order at 5:15 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. Presentation: Living Life with Aphasia: A Partner in Care’s story**, presented by Ms. Ferne Mardlin-Smith, Partners in Care member and prior HSNS client, and Ms. Alayne MacDonald, SLP. Ms. Mardlin-Smith described her life before and after her stroke, and how aphasia affects her daily life. She described how she volunteers with Partners in Care and the preparation that she does for each meeting.

**Question:** How can the PiC committee help you?

**Answer:** Ms. Mardlin-Smith asks people to slow down so she can understand and find her words.

**Q:** How can HSNS make services better?

**A:** Ms. Mardlin-Smith described how alone she felt when she left rehab. There needs to be a plan in place to start rehab right away. It would be good for people to have a social support group to join while waiting for therapy. It could be run by volunteer SLPs or retired professionals.

**Q:** Have you worked on any other projects on Partners in Care?

**A:** I worked on the Terms of Reference, made editorial suggestions to pamphlets. I also made a video.

**Q:** The things you learn when you work with Alayne, have you shared what you’ve learned with other people?

**A:** Yes, I belong to many support groups, some international groups, people living with aphasia, and I function as a mentor for them.

Ms. Lamond talked about the Partners in Care group and the patients who work alongside our staff. They

work towards making everything we do more accessible.

**Q:** How did Accreditation Canada handle having support people with the patient advocates?

**A:** We met with Accreditation Canada to explain how important it is to have the support people with our Partners in Care to assist them in participating fully. The Accreditation Canada surveyors learned about and appreciated that special relationship.

#### 4. Announcements

**4.1 Regrets:** as listed above

**4.2 Declarations of potential conflict of interest:** none.

**4.3** Mr. Barnett acknowledged Ms. Mason-Browne's 40<sup>th</sup> service anniversary. He spoke about her experience all over Nova Scotia and presented her with a pin, card, and flowers.

#### 5. Minutes, Apr 20, 2023

**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 met on May 11, 2023 (report attached). Mr. Barnett reviewed the report and the many activities in progress. The Board Executive will contact the Nominating Committee Meeting to review the slate of directors, on May 26, 2023.

#### 7. CEO Report

**7.1** Highlights of the CEO Report are as follows:

- **Stakeholder Engagement:** Ms. Mason-Browne and Dr. Noel met with the Registrar and Executive of the N.S. College of Audiologists and Speech-Language Pathologists to confirm its position regarding the proposal from the NBASLPA to enter into a Memorandum of Agreement regarding licensing of N.S. Clinicians to provide virtual care to residents of New Brunswick.

Negotiation on the Collective Agreement between HSNS and the N.S. Government Employees Union (NSGEU) will continued with conciliation scheduled on May 17th. The main issue to be resolved concerns compensation (what the government is prepared to fund and what the union is requesting for its members).

A general announcement has gone out to employees of Nova Scotia Health and IWK Hospital regarding the governance structure for the new Provincial Preschool Autism Service (PPAS).

- **Staffing and Service Disruptions:** The following positions are currently posted: Audiologist (2), Communication Disorders Technician (1), Speech-Language Pathologist (1), Clinical Manager (1), and Professional Practice Development Officer (1).

The restoration of our site at the Yarmouth Regional Hospital is complete. Brian Sutherland, Manager of Operations, travelled to Yarmouth on Friday, May 12th and completed an inspection with personnel from the hospital.

We are currently recruiting for a new temporary position, Professional Practice Development Officer to assist us in developing a sustainable recruitment and onboarding strategy to address continuing recruiting challenges for Communication Disorder Technicians. Recruiting is going well with the interview of a very strong candidate just completed.

- **Quality and Quality Improvement:** The Annual Scorecard and Key Performance Indicator (KPI) (attached) was presented for discussion.

- **Risk:** The Annual Report of the Digital Governance Action Plan and the Annual HSNS Risk Plan Report for 2022-2023 was presented to the Policy and Governance Review Committee on May 11. Policy and Governance presented the reports to the Board
- **Communications:** The 2022-2023 Annual Report content was presented to the Board for approval. Following approval, the content will be formatted and uploaded to the HSNS website.

**7.2 Strategic Plan 2024: 2022-23 Report and 2023-24 Targets:** Ms. Mason-Browne reviewed the report and targets.

**MOTION:** THAT the Board of Directors approve the Strategic Plan 2024: 2022-2023 Report and 2023-2024 Targets. It was moved and seconded. Motion carried.

**7.3 Integrated Quality Scorecard: Annual Report for 2022-2023:** The full document was included in the document package. Dr. Walker presented highlights of the Scorecard. She also presented the **Annual Key Performance Indicator Summary (KPI)** to the board.

**Q:** Data entry: are there opportunities to look at automation with the EMR?

**A:** Typically, it is within the acceptable margin of error; we have weekly, monthly, and quarterly audits and we monitor and develop new processes to minimize errors.

**Q:** Are exit interviews conducted for resignations and retirements?

**A:** Yes, any red flags are brought to the attention of Executive Council. The annual report of the exit interview trends and key messages has yet to be prepared. Perhaps the exit interviews could be used to try to retain CDTs.

## 8. Committee Reports

**8.1 Finance and Investment Committee update:** The Committee did not meet since the last meeting on April 3, 2023. The next meeting is May 29, 2023.

**8.2 Policy and Governance Review update:** The Committee met on May 11 13, 2023 (report attached). Mr. Landy reviewed the report and the policies. The next Policy and Governance Committee meeting is September 12, 2023.

- **Policy #12 Agenda Planning:** reviewed with recommended changes.
- **Policy #13 Standing Committees:** reviewed with recommended changes.
- **Policy #15 Financial Oversight:** reviewed with recommended changes.

**MOTION:** THAT the Board of Directors, on the recommendation of the Policy & Governance Review Committee, approve the policies as presented. It was moved. Motion carried.

**b) 2022-2023 Annual Report on HSNS Risk Plan:** Mr. Landy reported that the P&G Committee reviewed the report and presented highlights for discussion.

**c) 2022-2023 Annual Report on HSNS Digital Governance Plan:** Mr. Landy reported that the P&G Committee reviewed the Report and presented highlights for discussion.

**d) Board Quality Improvement Plan:** this was included in the document package for the board's information.

**e) Volunteer Protection Act:** this was included in the document package originating from a board member's suggestion. **ACTION:** Ms. McKenna will attach the list of topics raised as educational topics below:

Suggested educational topics:

- Aprio refresher
- Role of the Board of Directors and responsibilities of a 'governance board' (Sept)
- Information on HSNS services (e.g. Autism, Cochlear Implant, Newborn Hearing Screening)
- How is HSNS reaching "underserved populations"?
- Communication Plan and its impact/outcomes
- Robert's Rules of Order (procedures for board meetings via brief 'coaching tips' during meeting itself)
- 'How is the Board making a difference?' (May relate to 'role and responsibilities of the board and evaluation of its effectiveness')
- Overview of reading HSNS financials
- Primary funding streams and key stakeholders,
- Patient safety incidents (what are they, what is the process for reporting and follow up)
- Governance procedures for the Annual Board Meeting
- Presentation/Meeting with APSEA "APSEA/HSNS Collaboration"
- invite Digital Services Nova Scotia to present to the board re their relationship with HSNS:

**8.3 Nominating Committee update:** The Committee met on May 4, 2023. Ms. Manning reviewed the report (attached). Ms. Rizzetto confirmed that she will offer as Vice Chair and Mr. Haley confirmed that he will offer as Secretary-Treasurer. The Board Executive will meet with the Nominating Committee on May 26, 2023, to review committee positions.

## 9. Business Arising

**9.1 Meeting Evaluation form:** Mr. Barnett reported that **3** forms were submitted from the last board meeting.

**9.2 Annual Board Executive Touch Base:** Board Executive completed their annual touch base phone calls with board members and will meet with the Nominating Committee on the results.

**9.3 Annual Board Chair Performance Review:** in progress.

## 10. Old Business: none

## 11. New Business

**11.1 2022-2023 Annual Report:** Mr. Barnett presented this document to the board for approval of content.

**MOTION:** THAT the Board of Directors approve the content of the 2022-2023 HSNS Annual Report. It was moved and seconded. Motion carried.

**11.2 Dr. George and Lenore Mencher Scholarship award:** The Committee on Studies at Dalhousie University Communication Sciences and Disorders has nominated Mr. Simon Pawlowski as this year's recipient.

## 12. Members Comments

- Mr. Haley thanked Dr. Walker for her thorough presentation.
- Ms. Manning expressed her appreciation for Ms. Mardlin-Smith's presentation.

## 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, June 15, 2023 (Annual meeting and Regular meeting – in person)

**15. Adjournment**

It was moved to adjourn the meeting at 7:50 pm. Motion carried.

Recorded by: *Lynne McKeown* Approved by: \_\_\_\_\_