



Timeline (guide):

- 5:15 pm Patient Advisors meet & greet
- 5:30 pm Innovations Fund proposal discussion (with Ferne Mardlin-Smith and Erin Lamond)
- 5:45 pm Dinner
- 6:15 pm Call to Order and Regular Board Meeting

Standing Supporting Documents

- [Consent agenda information \(what is it and how is it used?\)](#)
- [Motions cheat sheet](#)
- [Board Governance Decision Matrix](#)
- [Policy 22 – Code of Conduct](#) (reference to Conflict of Interest)
- Meeting Minutes (October 2024)
- Board Committee Reports
 - Board Executive
 - Finance & Investment
 - Nominating
 - Policy & Governance
- CEO Report to the Board

Additional Supporting Documents

- Newborn Hearing Screening Overview
- Innovations Fund proposal brief and decision matrix
- Innovations Fund proposal (full proposal)
- Integrated Quality Care Report Q2
- Policies
 - #9 (Quality and Standards of Care)
 - #10 (Treatment of Clients)
 - #18 (Financial Conduct of Board of Directors)
 - #19 (Member Expenses and Meeting Support)

Board of Directors

Bhangale, Chirag	P	Kiefte, Michael	P	Rizzetto, Maria (Vice Chair)	P
Frost, Jon	A	Kujath, Magdalena	P	Sullivan, Vickie	P
Grant, John	V	Landy, Mark (Chair)	P	Vossen, Emma	P
Haley, Matthew (Sec-Treasurer)	P	MacLean, Matthew	P	Mason-Browne, Anne (CEO)	P
Kaur, Anuroop	P	Noronha, Adline	R	Leslie, Kimberlee (Exec. Assistant)	P

Guests:

- Mr. R. Kolanko, Director of Finance and Operations (P)
- Dr. Greg Noel, Director of Adult and Mi'kmaq Hearing and Speech Services (R)
- Dr. Sharon Walker, Director of Pediatric and Autism Hearing and Speech Services (P)
- Ms. Ferne Mardlin-Smith (Patient Advisor to the Board, Innovations Proposal PIC Lead) (P)
- Ms. Courtney Douglas (Co-Chair Partners in Care & Patient Advisor to the Board) (P)

- Ms. Erin Lamond, Manager (Co-Chair Partners in Care) (P)
- Ms. Danielle Doucet, Manager (presenter: audiology services) (V)
- Ms. Jennifer Sieber, HSNS staff member (presenter: audiology services) (V)
- Ms. Alayne MacDonald, HSNS staff member (Ms. Mardlin-Smith support partner) (P)

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

5:15pm	<p>1. Patient Advisors to the Board meet & greet (with photos) Mr. Landy welcomed the Patient Advisors to the Board, Ferne Mardline-Smith and Courtney Douglas.</p> <p>The Board and the Patient Advisors introduced themselves.</p>
5:30	<p>2. Innovations Fund proposal discussion (with Ferne Mardlin-Smith and Erin Lamond)</p> <p>Ms. Erin Lamond provided an overview and some highlights of the proposal. Ms. Ferne Mardline-Smith presented details about the Innovation fund proposal: “Life After Stroke” project and participated in discussion with the Board. Topics included potential for scaling out the project to include access from areas outside of HRM and aspects to include in the project evaluation for demonstrating “proof of concept”.</p> <p>The Board thanked Ms. Mardline-Smith for her presentation.</p>
5:45	<p>3. Dinner</p>
6:15	<p>4. Call to Order The meeting was called to order at 6:11pm.</p> <p>At this time, the Patient Advisors left the meeting.</p>
6:15	<p>5. Announcements</p> <p>5.1 Regrets: Adline Noronha 5.2 Declarations of potential conflict of interest: None</p>
6:20	<p>6. Quality of Care: Presentation: Newborn Hearing Screening Program Overview (Presenters: Danielle Doucet & Jennifer Sieber)</p> <p>Q: Regarding the 95% babies seen, does the 5% mean babies born and not tested or does it mean they were missed to follow-up? A: The 5% could be due to multiple reasons such as the child was discharged from hospital before the testing happened, the child’s medical status, family ‘opting out’/‘loss to follow-up’, or that a child was tested but it took more than 3 months to have a clinical follow up plan in place.</p> <p>Q: Is there a plan for the 5% missed? A: The clients are still being seen and have the same supports as everyone else. The difference is that the clients were seen after the benchmark of 3 months.</p>

	<p>Q: Testing is being done with portable ABR machine; is this normal to do testing this way? A: Yes.</p> <p>Q: Are the hearing aids for children publically funded? A: No, there is a program called APSEA (Atlantic Provinces Special Education Authority) which provides hearing aids are offered at a much lower price.</p> <p>Q: For the children up to age 5, how do you find out the 1 out of the 100 with hearing loss? A: When newborn hearing screening is finished, a brochure is provided to the family with a list of developmental milestones. If the family feels their child isn't meeting hearing and speech milestones or if they have any concerns, they are told to contact us.</p> <p>Q: Follow-up question: do they go on the priority waitlist or regular? A: The waitlist they are placed on is based on presenting reasons for referral (e.g. case history indicators, referral from ENT). Also, whenever a child comes in for speech services, a hearing screening is conducted at the time of the appointment.</p> <p>Q: Was the ABR portion part of the initial program? A: The NHS program was initiated in the 2005s, with older technology. ABR testing method is partially due the advancement of technology. When handheld machines are ordered, HSNS orders machines that do both OAEs and ABRs.</p>
6:40	<p>7. Consent Agenda</p> <ul style="list-style-type: none"> a. Board meeting agenda b. Previous meeting minutes c. Board Executive Report d. Committee Reports <ul style="list-style-type: none"> • Finance & Investment • Nominating • Policy & Governance <p>MOTION: that the Board of Directors approve the consent agenda. Motion moved and seconded. Motion carried.</p>
6:45	<p>8. CEO Report</p> <p>8.1 Quality of Care: Integrated Quality Care Report Q2 (Presenter: Sharon Walker)</p> <p>The Q2 Scorecard was presented to the Board. Ms. Sharon Walker provided a walkthrough the Quality of Care performance results and introduced the Board to the new format of the Scorecard report and the new visualizations of the data.</p> <p>Q: With regards to the organizational goals, for #1 under accessibility, should it not be yellow as HSNS is at an impasse regarding the facility in Amherst? A: At the end of Q2, we were green. The Amherst update presented to the Board this month will be captured in the Q3 report.</p>

	<p>Q: For the Eastern zone, do you have any ideas what happened here? Performance was bell below the provincial variance in wait times in 2021; 2024 data shows a significant improvement (now within provincial variance).</p> <p>A: Extensive follow-up over the past few years included investigation, service delivery review etc. After using ‘deep’ data analytics it was determined that the results were due to user error related to input into the system. Staff re-training and data monitoring was then implemented to achieve the improvement in data reliability.</p> <p>8.2 Monthly update</p> <p>Ms. Mason-Browne presented the CEO report for November 2024. Mr. Kolanko provided an updated on the determination of the alternate Amherst site.</p> <p>Q: In the recruiting section, is it possible to report where the positions are?</p> <p>A: This information can be added in the next report but it would be reflective of a point in time (recruiting targets and hiring is changing weekly if not daily).</p> <p>Q: For the Accreditation milestones, will the Board do mock interviews?</p> <p>A: Yes. Ms. Mason-Browne will be meeting with the Board Exec and P&G and HSNS will be supporting these committees with some practice, scenarios and mock surveys.</p> <p>Q: Does accreditation happen every year?</p> <p>A: Accreditation is every 3-4 years if we do well. If there are areas of concern, accreditation activity could be required before that (e.g. they can come back in a year).</p>
7:05	<p>9. Finance & Investment (topics requiring discussion/action)</p> <p>9.1 Innovations Fund proposal</p> <p>Mr. Haley provided an update of the discussion that occurred at the F&I committee around the proposal. The Board reviewed the Governance Decision Matrix before opening the floor for questions. No questions were brought forward.</p> <p>MOTION: that the Board of Directors approve the innovations fund proposal as presented.</p> <p>Motion moved. Motion carried unanimously.</p> <p>HSNS Executive staff will inform staff and Partners in Care that the Board has approved the proposal. Updates on the project will be brought forward to the full Board.</p>
7:10	<p>10. Policy & Governance (topics requiring discussion/action)</p> <p>10.1 Policy amendments</p> <p>Revisions to policies 9, 10, 18 and 19 were reviewed by the Board. Discussion occurred around policy 18. Previously, the Board asked that P&G review the policy again and see to determine if it is consistent with the government policy. The revised policy mimics the government policy.</p>

	<p>MOTION: that the Board of Directions approve the recommended amendments to Policies 9, 10, 18, and 19 as presented by the Policy and Governance Committee. Motion moved. Motion carried.</p>
<p>7:20</p>	<p>11. Nominating (topics requiring discussion/action)</p> <p>11.1 HSNS Board “meet and greet” proposal</p> <p>Ms. Rizzetto provided an overview of the discussion of the proposed “meet & greet” sessions to promote board recruitment. Instead of one large session, the committee will be provided two smaller sessions within the Eskasoni community and then one within the Colchester County (reflecting two recruiting priorities). If the Board would like to volunteer for a meet and greet session in Colchester or Cape Breton county, please let the Nominating Committee know. The Board can think about this over the winter and come prepared for discussion at the January meeting. The recruiting target this year is 3 new members for the June 2025 annual board meeting.</p> <p>Q: Does HSNS have organizations that we can partner with in the Colchester area? A: HSNS has good connections with Millbrook and Sipekne’katik. Ms. Rizzetto can reach out to Mr. Greg Noel as a first step to connect the Board with staff in the area.</p> <p>Q: Is it possible to tie an event into the Amherst site move? A: Once there is a signed agreement, the Board and HSNS can look into having a public event such as an open house.</p> <p>Q: What about the community health boards? A: We regularly post opportunities to volunteer on the Board using social media on the community health boards as well as a variety of other community and professional posting ‘boards’. It was suggested that if staff go to community health fairs; they can have pamphlets about the Board at these events.</p> <p>11.2 Equity Diversity and Inclusion (EDI) Survey</p> <p>Ms. Rizzetto described the purpose of the EDI survey. One of the board recruiting targets is to increase diversity. The EDI survey is the same survey sent to staff and now will be sent out to the Board after this meeting. The survey is voluntary but the Board was encouraged to participate. Results will provide a means of monitoring diversity on the Board.</p>
<p>7:30</p>	<p>12. Old Business</p> <p>12.1 Board workshop: Indigenous Cultural Training</p> <p>Information about the workshop has gone out the Board. The workshop will be held at the Discovery Center on December 12th from 5:00-8:00pm Members were asked to RSVP by December 2nd.</p>
<p>7:35</p>	<p>13. New Business</p> <p>None</p>

7:40	<p>14. Members' Comments None</p>
7:45	<p>15. In-camera session MOTION: that the Board of Directors move to in-camera session. Motion carried.</p> <p>MOTION: that the Board of Directors move to adjourn the in-camera session. Motion carried.</p>
7:50	<p>16. Date of next meeting: January 16, 2025 (virtual)</p>
7:50	<p>17. Adjournment MOTION: that the Board of Directors move to adjourn the meeting. Motion carried.</p> <p>Meeting adjourned at 8:00pm.</p>