

Accessibility

- Sites, Services, & Information meet provincial accessibility and patient safety standards.
- HSNS PFCC is guided by principles of Equity, Diversity, and Inclusion (EDI).
- IT is enhanced to support accessible administrative processes and resources.
- Safety (physical and psychological) is demonstrated as a core value of the organization.

Lead reports	Targets for 2024-2025	Q1	Q2	Q3	Q4
Bob/F&O	i. Develop/ Implementation Plan for specific facility moves/relocations (e.g. HCC, Yarmouth, Amherst)	On target	On target	On target	Delayed*
Greg/QIWG	ii. Implement assistive listening devices and supports at all HSNS Sites.	On target	On target	Delayed	Delayed*
Sharon/SAWG	iii. Implement process for inclusion of equity, diversity and inclusion (EDI) principles in clinical standards review.	On target	On target	On target	Complete
Greg/EDI	iv. Implement organizational-wide education and resources on EDI framework, principles and anti-racism strategy	On target	On target	On target	Complete
Sharon/QI	v. Trial strategies (e.g., virtual strategies, appointment reminders) to reduce inequity in clinical wait times across provincial health zones.	On target	On target	On target	Complete
Anne/PIC	vi. Explore feasibility to establish volunteer support for patients who are discharged after stroke while waiting for outpatient treatment	On target	On target	On target	Complete

***Target i.: Yarmouth restoration is completed; Relocation of HCC is in progress (anticipated to be operational in Q2); Sourcing out for new Amherst site in progress.**

***Target ii: In progress; continued roll out in 2025-26**

Communication

- Expand on communication strategies (social media) and breadth of content for internal and external partners.
- Clients, patients, families, staff, and partners share their experience stories.
- Promote HSNS (a “household name”) across all communication, services, activities, and products

Lead reports	Targets for 2024-2025	Q1	Q2	Q3	Q4
Sharon/QIWG	i. Report on impact of full implementation of the Audiology Wait Times Project (Preschool OAE Screenings).	On target	On target	Delayed	Delayed*
Greg/Comms Committee	ii. Increase information and feedback received from external partners on HSNS services and areas for improvement using Engagement Plan.	On target	On target	On target	Complete
Greg/Comms Committee	iii. Increase transparency of HSNS activities and performance measures using expanded social media strategies.	On target	On target	Delayed	Complete
Sharon/Greg	iv. Initiate implementation of improved data analytics and visualization.	On target	On target	On target	Delayed*

***Target i.: Delay in recruiting for Data Analyst; anticipate completion in 2025-26.**

Engagement

- Build on professional development and leadership development for all staff.
- Use collaborative decision-making and engagement with clients, HSNS staff and external partners.
- Promote recruitment, retention, and an inclusive, supportive workplace culture

Lead reports	Targets for 2024-2025	Q1	Q2	Q3	Q4
Sharon/QIWG	i. Develop processes for obtaining and documenting informed consent for assessment, treatment, and training.	On target	On target	On target	Complete
Anne/Comms Committee	ii. Expand partner engagement strategies (with attention to reciprocity) in preparation for development of HSNS strategic plan 2025++	On target	On target	Delayed	Complete
Greg, Sharon, Marika	iii. Empower Best Practice Councils to recommend service improvement targets.	On target	On target	On target	Complete
Anne/Marika	iv. Expand Talent Management and Leadership Development Plans with specific strategies for success in: recruiting, succession planning, retention, increasing staff diversity, and increasing supports for inclusion and staff wellbeing (incl. psychological safety).	On target	On target	On target	Complete
Sharon	v. Implement service delivery models in collaboration with Provincial Preschool Autism Services	On target	On target	On target	Complete

The [HSNS SP2024](#) is the HSNS guide to building and advancing quality through improvement activities with a “primary focus being on creating a culture focused on client- and family-centered care” (Accreditation Canada, Leadership Standards). The plan is implemented and supported through the [HSNS Integrated Quality Framework](#) which includes key areas of performance: Clients and Communities, Safety and Wellness, Patient Safety, and Quality Improvement. SP2024 is developed, affirmed and amended using a cyclic iterative process and led by the Strategic Planning Core Committee (SPCC), with participation and input from patients/clients, staff, leadership, Board of Directors, and external stakeholders ([Annual SPCC mtg minutes](#)).

Time permitting AND approval by SPCC, the following are priorities for NEW TARGETS:

1. Explore remote audio testing for seniors and underserved communities (could be **ENGAGEMENT** if at “design/planning” stage or “**ACCESSIBILITY**” if at “implementation service delivery” stage) – **Greg**
2. Virtual Care (from QCC)
 - a. Explore capability for remote programming for cochlear implants (**ACCESSIBILITY**) – **Sharon**

EXEC PLS CONFIRM recommendations for:

Accessibility I & ii; Communication I

“Time Permitting” 1&2