

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 is demonstrated as a core value of the organization

Lead teams	Targets for 2023-2024	Q1	Q2	Q3	Q4
EC	i. Develop Plan for recommendations on Provincial Accessibility Standards across all HSNS Sites	On target	On target	On target	Complete
QAC/QI	ii. Implement Assistive Listening Devices and Supports at all HSNS Sites.	On target	On target	Delayed	Delayed and carry over
QAC/SA	iii. Implement process for inclusion of EDI principles in clinical standards review	On target	On target	On target	Complete and carry over
QAC	iv. Implement strategy to reduce inequity in clinical wait times across provincial health zones.	On target	On target	On target	On target

Communication

- Use range of communication strategies with internal and external stakeholders
- Clients, patients, families, staff, and partners share their experience stories
- Promote HSNS (a “household name”) across all communication, services, activities, and products

Lead teams	Targets for 2023-2024	Q1	Q2	Q3	Q4
QAC/QI	i. Report on impact of full implementation of the Audiology Wait Times Project (Preschool OAE Screenings).	On target	On target	On target	Defer to Q4 2024-2025
Comms. Committee/EC	ii. Increase awareness of HSNS services through Communication Plan	On target	On target	On target	Complete
Comms. Committee/EC	iii. Increase awareness of HSNS services through “Celebration of 60 years of Service”	On target	On target	On target	Complete

Engagement

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

Lead teams	Targets for 2023-2024	Q1	Q2	Q3	Q4
QAC/QI	i. Improve processes for obtaining client consent to share information (Time permitting: develop comparable process improvements for assessment and treatment)	On target	On target	On target	Complete & continue
EC/LMRC	ii. Investigate feasibility of flexible religious holidays	On target	On target	On target	Complete
EC/MC	iii. Expand Talent Management and Leadership Development Plans with specific strategies to increase staff diversity and support inclusivity	On target	On target	On target	Complete
MC	iv. Implement service delivery models in collaboration with Provincial Preschool Autism Services	On target	On target	On target	Complete & continue

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, and Quality and 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. Develop proposal for audio testing for seniors (portable audio booth) (could be **ENGAGEMENT** if at “design/planning” stage or “**ACCESSIBILITY**” if at “implementation service delivery” stage)

Update: preliminary investigative work is underway. Continue work as ‘second tier’ priority.

2. Virtual Care (from QAC)

- a. Enhancing resources related to the provision of virtual care (**ACCESSIBILITY**)

Update: completed; integrated into operational strategies.

- b. Explore capability for remote programming for cochlear implants (**ACCESSIBILITY**)

Update: preliminary investigative work is underway. Continue work as ‘second tier’ priority.

3. Develop and implement pilot plan to integrate appointment reminders in EMR (Phase 1)
(**ACCESSIBILITY/COMMUNICATION**)

Update: completed; now incorporated in strategies for increased caseload efficiency.

4. Expand on Client Consent policy and procedures to enhance engagement of all HSNS clients in providing their informed consent (**ENGAGEMENT/ACCESSIBILITY**)

Update: completed; continuous improvement process is underway.

5. Explore supports for quality improvement initiatives including improved data analytics and visualization
(**COMMUNICATION**)

Update: completed; recommend initiating implementation in 24-25.