



## Annual General Meeting – September 26<sup>th</sup>, 2025

### Report on System Performance and Transformation

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Over the last year Nova Scotia Health has focused its efforts on embedding continuous improvement at every level of the organization and ensuring focus and alignment on organizational priorities and goals. We have strengthened standardized processes, identified opportunities to improve safe quality care, and we have implemented changes locally, as well as, intentionally spread and scaled high value initiatives across our system. Additionally, we have collaborated closely with government, health system partners, and community organizations to make significant progress in enhancing care for everyone in Nova Scotia.

- **More Nova Scotians now have access to primary care.** We reduced the Need a Family Practice Registry by over **70,000** between June 2024 and March 2025, with over **91%** of the population considered attached, and almost a **1 million** new appts added for access. That means more families have a trusted place to turn for everyday health needs.
- **Implementing Health Home model** with over **118** new or strengthen health homes, providing team-based care to citizens. These teams are improving access and quality of care.
- **Diagnostic imaging capacity has seen a major turnaround.** We've reduced the MRI waitlist, improved the percentage of CT scan now being performed within national benchmarks and performed **1.25M** more scans than during the same period in 2022.
- **Surgical waitlist reduced by almost 9,000** and we've moved to third best in the country for national benchmark for hips, knee and cataract surgeries, helping people get the care they need faster.
- **Our health workforce continues to grow. Over 1,500 staff hired** in priority professions like nurses, pharmacists, respiratory therapists, and medical lab and radiation techs, **262 physicians joined NSH in one year** leading the country in

physician recruitment.

- **Timely care is improving.** A **49% drop** in ED Ambulance Offload times means patients are being seen more quickly and effectively and over **16,000** hours of ambulance time have been returned to support community response.
- Four Acute Mental Health Day Hospitals have open, **freeing up nearly 10,000 inpatient days** for other clients who need intensive services.
- **Lung Cancer Screening Program** launched to help save lives by preventing lung cancer and finding it earlier, with over 1,700 Nova Scotians referred between January and March 2024.

These outcomes demonstrate the dedication of the entire NSH team, including nurses, physicians, allied health professionals, administrators, improvement supports, and management, who share a strong commitment to enhancing care for all Nova Scotians.

By adopting a targeted approach to system-wide improvement and operational excellence, we've developed clear plans, aligned our resources effectively, and closely monitored progress, showing that meaningful change is achievable and already happening.

Respectfully submitted,

Dr. Nicole Boutilier, Executive Vice President, Medicine & Clinical Operations