

Annual General Meeting – July 10, 2019

Report from the Finance and Audit Committee

The Finance and Audit Committee assists the Board in fulfilling its governance responsibilities by ensuring the efficient and effective use of NSHA financial resources and overseeing the internal and external audit processes and accounting practices. The committee reviews and makes recommendations on policies, programs and information related to business planning, financial reporting, risk management and internal controls to ensure an efficient, effective and sustainable health authority.

The Committee focuses on the development and monitoring of health services business plans, including but not limited to multi-year strategic business plans and annual operating and capital budget plans, NSHA's enterprise wide risk management plan and processes relating to finance, infrastructure and IT risk. The committee also oversees:

- investment management
- public and government financial reporting as may be required or advisable
- external audit and audited financial statements as well as special engagements of the Office of the Auditor General
- the annual appointment of the external auditor to the Board
- the systems of financial management internal controls
- internal audit processes, services and progress on recommendations
- any other matters that may have a material impact on the financial or infrastructure issues of NSHA

In the past year, the Finance, Audit & Risk Committee:

- Continued to review NSHA financial status reports during the year, and guided the development of financial strategies for approval of the Board
- Oversaw the NSHA capital budgeting process, including both capital infrastructure and IT technology
- Approved and oversaw the implementation of NSHA financial policies and processes
- Monitored regulatory compliance through the compliance reporting process
- Oversaw the development of NSHA's 2019-20 Business Plan
- Oversaw the Enterprise Risk Management financial and infrastructure risk process in tandem with the Quality Improvement and Safety Committee

- Reviewed and monitored the status and development of internal business controls
- Monitored financial Key Performance Indicators, reviewed risk profiles and risk mitigation strategies
- Stewarded the relationship between Nova Scotia Health Authority and audit partner, the Office of the Auditor General (OAG), and appointed the OAG as auditors for 2018-19
- Oversaw NSHA's progress on any OAG special engagement findings and recommendations
- Monitored resolution progress on previous OAG and Internal Audit recommendations

Committee Membership during 2018-19:

Vicki Harnish (Chair), Dianne Hamilton, Doug Shatford, George Unsworth, Frank van Schaayk (Board Chair, ex-officio, voting), Janet Knox (President & CEO, ex-officio, voting), Allan Horsburgh (VP/CFO, non-voting)

Respectfully submitted,

Vicki Harnish, Chair, Finance and Audit Committee



Annual General Meeting – July 10, 2019 Report from the Governance Committee

The Governance Committee of Nova Scotia Health Authority helps the Board fulfill its responsibilities by ensuring the highest level of governance for NSHA. The committee makes recommendations and provides oversight in the areas of governance policy and procedures, membership, board effectiveness, leadership, and board education and development. The committee monitors best practices in health sector governance and recommends actions to the Board as appropriate.

Examples of the work of the Governance Committee during the year included:

- Developed and implemented a Consent Agenda Policy
- Provided governance oversight to the implementation of open Board meetings; developed a policy and public participation guide, and revisions to the corporate bylaws to support this change in Board practice
- Oversaw and provided input into NSHA's strategic plan renewal
- Developed and implemented a Board Evaluation Framework
- Developed the annual Board work and education plan
- Oversaw and provided input into Board recruitment activities
- Initiated the development of a Board Competency & Recruitment Analysis
- Monitored and reviewed governance best practices
- Monitored the physician credentialing approvals process
- Reviewed committee structures and operations to support the Board's work

Committee Membership during 2018-19:

George Unsworth (Chair), David Graham, Wayne MacDonald, Doug Shatford, Jaime Smith, Frank van Schaayk, Board Chair (ex-officio, voting), Janet Knox, President & CEO (ex-officio, voting)

Respectfully submitted,

George Unsworth, Chair, Governance Committee



Annual General Meeting – July 10, 2019

Report from the Quality Improvement and Safety Committee

The Quality Improvement & Safety Committee of the Nova Scotia Health Authority was established to support the Board in fulfilling its mandate to provide governance oversight in relation to quality of care and service; safety and system performance, including but not limited to aspects of strategic plans, corporate performance, stakeholder relations and communications that support quality improvement and safety priorities; any other quality improvement, safety, outcome or performance monitoring matter that is referred to the Committee by the Board for its consideration and recommendation.

In the past year, the Quality Improvement and Safety Committee:

- Monitored and provided governance oversight in relation to the achievement of the organizations goals, objectives and priorities
- Monitored achievement of the requirements of the accountability agreement between the Department of Health & Wellness and NSHA
- Provided governance oversight in relation to the development, maintenance and evaluation of the organizations quality improvement and safety program, including:
 - the organization's quality improvement and oversight structure
 - approach to patient engagement
 - appropriateness of care strategy
 - safety culture strategy
- Monitored, through the President & CEO, the quality of care provided by NSHA and the existence of effective systems for follow-up and corrective action
- Monitored patient safety incidents, serious reportable events, infection control measures, patient satisfaction and organizational performance reporting
- Ensured the organization and Board of Directors met Accreditation Canada's requirements
- Monitored patient engagement in quality improvement and service planning and the implementation of patient/family presence initiatives
- Monitored and reported to the Board on significant risks to the NSHA relating to quality and patient safety

Committee Membership during 2018-19:

Dr. Louise Cloutier (Chair), Dianne Hamilton, Dr. Patricia Hansen-Ketchum, Wayne MacDonald, Marie McCully Collier, Frank van Schaayk (Board Chair, ex-officio, Voting), Janet Knox (President & CEO, ex-officio, voting), Colin Stevenson (VP, non-voting), Dr. Mark Taylor (Interim, Co-VP Medicine, non-voting), Tim Guest (VP / CNO, non-voting)

Respectfully submitted,

Dr. Louise Cloutier, Chair, Quality Improvement and Safety Committee



Annual General Meeting – July 10, 2019 Report from the Health Services Committee

The Health Services Committee was established to support the Board in fulfilling its mandate to provide governance oversight in relation to the planning and implementation of health services, determining priorities in the planning of health services, monitoring engagement of and impacts on stakeholders as it relates to health services planning, and oversight of organization-wide risks as it relates to health services.

Examples of the work of the Health Services Committee during the year included:

- Ensuring the priorities for health service planning and implementation were in keeping with the requirements of the provincial health plan and/or government mandate
- Ensuring an appropriate planning process was established and that recommendations were based on best practice, evidence, experience and principles of quality and safety
- Monitoring, through the CEO, the status of planning and implementation activities for health programs and services
- Monitoring and reporting to the Board on significant risks and opportunities to NSHA, related to health services

Committee Membership during 2018-19:

John Rogers (Chair), Dr. Cynthia Forbes (non-voting), Vicki Harnish, Frank van Schaayk (Board Chair, ex-officio, voting), Janet Knox (President & CEO ex-officio, voting), Colin Stevenson (VP, non-voting), Paula Bond (VP, non-voting), Lindsay Peach (VP, non-voting)

Respectfully submitted,

John Rogers, Chair, Health Services Committee



Annual General Meeting - July 10, 2019 Report from the Public Engagement Committee

The Public Engagement Committee was established to support the Board in fulfilling its mandate to provide governance oversight related to Nova Scotia Health Authority's legislated role for public engagement. This includes the integration of public engagement into health services planning and delivery, and the inclusion of the community, patient/family and stakeholder voices in the strategy and direction of the organization including communications planning.

In the past year, the Public Engagement Committee:

- Welcomed a new Chief of Public Engagement and Communications
- Oversaw strategic relationships and partnerships with community, government and other stakeholders to support the organization's strategic objectives, including its relationship with Community Health Boards
- Increased NSHA's social media presence implementing Instagram and analytic software
- Supported Board public engagement sessions that hosted 126 members of the public in Windsor, Sydney and Liverpool
- Supported the engagement of patients and families in the delivery of health services to improve patient experience. A comprehensive evaluation of patient/family advisors (volunteers) serving on Quality and Patient Safety committees across NSHA was conducted with 70% reporting a positive experience and making a positive contribution towards health care improvement
- Supported several projects' communications and engagement requirements including the QEII New Generation and Cape Breton Redevelopment projects
- Supported over 70 meetings with members of the public, stakeholders, and staff to facilitate building a culture of engagement for a healthier Nova Scotia

Committee Membership during 2018-19:

Jaime Smith (Chair), Colin Copp, Dr. Cynthia Forbes (non-voting), Marie McCully Collier, Frank van Schaayk (Board Chair, ex-officio, voting), Janet Knox (President & CEO, ex-officio, voting), Krista Grant (Chief, non-voting)

Respectfully submitted,
Jaime Smith, Chair, Public Engagement Committee



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Respectfully submitted,

John Rogers, Chair, Health Services Committee