

## INTERIM PRESIDENT & CEO ANNUAL REPORT

Four years ago, the people of Nova Scotia Health took a leap of faith with me, and now we are deep into an all-hands-on-deck transformation of healthcare. Together, we set our sights on moving the needle on recruitment and retention, access to care, and decreasing surgical wait-times.

They identified the rocks blocking and hindering progress. They innovated – with people, with process and with technology. – and together, moved mountains to shift the healthcare trajectory of this province. Every single change is a heavy lift that feels impossible in the beginning – and we have had bad days. But in the end, the change is amazing, and so is the impact on Nova Scotians.

Nova Scotia Health works continuously to raise the bar. It is the teams here that continue to make the impossible possible, one step at a time. It is visible: I see it in the data, and most importantly, I see it in the care.

Nova Scotia Health is laying the foundation for a new generation of healthcare for Nova Scotians.

### PEOPLE AND CULTURE

In the 2024-25 fiscal year, Nova Scotia Health successfully onboarded 1,348 nurses (RN 993, LPN 338, NP 17), with the physician recruitment team successfully hiring 253 physicians (89 family physicians and 164 specialists).

### PRIMARY HEALTHCARE ACCESS

The ongoing progress made to increase access to primary care has been outstanding – and we're incredibly proud of the primary health care team and our partners in care across the province for continuing their forward momentum. This year a significant number of Nova Scotians were connected to a primary care provider, or confirmed they no longer needed one.

By providing numerous pathways to care, like Urgent Treatment Centres, Community Pharmacy Primary Care Clinics, VirtualCareNS and Mobile Primary Care Clinics, Nova Scotia Health created an additional 60,000 primary care appointments a month compared to the previous fiscal year.

**EMPOWER NOVA SCOTIANS THROUGH TECHNOLOGY**

Nova Scotians continued to benefit from healthcare at their fingertips this year, with more than 400,000 downloads of YourHealthNS across all platforms. YourHealthNS also integrated new features, like Nova Virtual Assistant, an artificial intelligence powered tool that supports quick and easy searches for healthcare services and information. In addition, X-ray and ultrasound reports were added to the health records functionality of the platform in summer 2024.

**RIGHT CARE, RIGHT PLACE**

In December, Nova Scotia Health and Shannex Inc. opened West Bedford Transitional Health Centre. The Nova Scotia Health facility operated by Shannex Inc. is the first standalone centre of its kind in Nova Scotia. It provides patients who no longer need in-hospital care with the additional support and rehabilitation they require before returning to the place they call home. Patients discharged to West Bedford receive a personal rehabilitation plan, opportunities to socialize, and wearable technology to track their recoveries, all in an environment purposefully built to support recovery.

The health centre supports improved access and flow across the acute care system by increasing inpatient hospital capacity, which leads to quicker admission from emergency departments and faster ambulance offload times. Since opening, West Bedford has saved approximately 14,000 patient days from acute care units.

The Mental Health Day Hospital program expanded to Kentville and Truro in 2024/2025, providing clients with intensive mental health support programming without requiring an inpatient stay, and without being away from home.

This year the program cared for 3,300 clients and saved over 6,000 inpatient care days.

**REDUCE WAIT TIMES**

We hit a major milestone this year with the Canadian Institute for Health Information's wait-time standards. Nova Scotia Health led the country in the shortest wait for cataract surgery and ranked third for hip and knee joint replacements. This, compounded with performing 3,000 more surgeries than in fiscal 2023-24, and removing 8,000 Nova Scotians from surgical waitlists shows the perioperative team is undeniably demonstrating that a rising tide lifts all ships and that Nova Scotia Health is actively transforming its care and services to meet the needs of all communities across Nova Scotia for generations to come.