## Communication

**Identified Issues:**
- Too much email, too much irrelevant content
- Need easier access to physician-specific content

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| Develop a website to house regular updates, videos from VP Medicine, newsletters, etc. This will be completely publicly available, and will be mobile friendly and responsive across devices (at work and at home). | Website developed and published: **May 2017**  
Content development and posting: ongoing  
[http://library.nshealth.ca/MedicalAffairs](http://library.nshealth.ca/MedicalAffairs)  
Responsible: Chelsey Millen |

## Governance and Decision Making

**Identified Issues:**
- Lack of transparency
- Lack of clarity around co-leadership
- Lack of clarity on roles, structures, decision making
- Frontline support for issues – too much micromanagement

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| Develop an org chart that clearly shows names, roles and contact information. | In progress  
Date of target completion: **end of June 2017**  
Responsible: Grayson Fulmer and Ben Clark |
| Work with zone physician leaders to orient them to the expectations of their role, their scope of decision making authority, and what and how to “push down” to the leaders below them. | Not started  
Date of target completion: **Fall 2017**  
Responsible: Lynne Harrigan, ZEMDs |
| Provide opportunities to bring collaborative partners together (physician/administrative leaders) to foster relationships. | Not started  
Date of target completion: **Fall 2017**  
Responsible: Lorie Campbell and Chelsey Millen |
## Leadership Development

### Identified Issues:
- Need more tools and supports for self assessment, feedback from others
- Need zone based sessions and online courses
- Lack of clarity on roles, structures, decision making

### Actions: | Timeline and Notes:
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Promote LEADS self assessment currently online, add more self assessment tools including Strengths Finder, MBTI, Saboteurs, Excel, Fail, Impact tool with video to explain the process. | Self assessment tools reorganized online at: [http://library.nshealth.ca/LDP](http://library.nshealth.ca/LDP). Excel, Fail, Impact tool to be developed and posted. Date of target completion: **June 2017**. Responsible: Chelsey Millen and Lorie Campbell.

Develop and deliver online leadership development classes via Lync, which can be recorded and placed online for asynchronous learning. | Not started. Date of target completion: Scheduled sessions to begin in **September 2017**. Responsible: Lorie Campbell and Chelsey Millen.

Do a half-day, in person session 1-2 times per year in each zone. Conduct needs assessments beforehand to determine and respond to the local issues. | Not started. Date of target completion: Schedule sessions to begin in **September 2017**. Responsible: Lorie Campbell and Chelsey Millen.

Explore the possibility of bringing Crucial Conversations to the organization. | Next steps to be determined.

## Performance Measurement and Feedback

### Identified Issues:
- Need a process and tools.
- Need support around giving and receiving feedback, and education on the performance management process.

### Actions: | Timeline and Notes:
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Determine the best process and develop and share the tools. | In progress, research being completed by MHA student. Date of target completion: recommendations received by **September 2017**, implementation to follow. Responsible: Ben Clark.

Develop a “how-to” guide for giving and receiving feedback, performance management. Can include some Lync sessions around this if needed, and can make this in both print and online versions. | Not started. Date of target completion: **September 2017**. Responsible: Lorie Campbell and Chelsey Millen.