

The Regional Municipality of Durham Information Report

From: Commissioner & Medical Officer of Health

Report: #2023-INFO-101 Date: December 1, 2023

Subject:

Board of Health Self-Evaluation Survey

Recommendation:

Receive for information

Report:

1. Purpose

1.1 To summarize the results of the Board of Health (BOH) self-evaluation survey and identify opportunities for improvements in BOH effectiveness and governance.

2. Background

- 2.1 The Ontario Public Health Standards: Requirements for Programs, Services, and Accountability (OPHS) specify organizational requirements and establish good governance and management practices required of all BOHs. The Ministry of Health holds BOHs accountable for executing good governance practices to ensure effective functioning of boards of health and management of public health units.
- 2.2 Under the OPHS, Durham Region's BOH (Regional Council) is required to conduct a self-evaluation of its governance practices and outcomes at least every other year. Completion of the self-evaluation survey includes an analysis of the results, BOH discussion, and implementation of feasible recommendations for improvement, if any.
- 2.3 The previous BOH self-evaluation was conducted in 2017. As a result of the COVID-19 pandemic and Durham Region Health Department's (DRHD's) focus on COVID-19 response since early 2020, a BOH self-evaluation survey has not been conducted since that time.

3. The Survey

- 3.1 On October 27, 2023, the members of Health & Social Services Committee (HSSC), including the Regional Chair, were invited to participate in an online and anonymous BOH self-evaluation survey developed by DRHD staff.
- 3.2 The survey's original deadline of November 10 was extended to November 17 to facilitate greater participation. HSSC members received weekly reminders to complete the survey.
- 3.3 The survey included questions related to BOH roles and responsibilities, information sharing with additional questions for the COVID-19 pandemic, relations, annual review and planning, and suggestions for improving the self-evaluation process.
- 3.4 Respondents were asked to rate their level of agreement with a list of statements.

4. Survey Results

- 4.1 Five of eight HSSC members responded to the survey.
- 4.2 The survey results are attached to this report and show that most Regional Councillors agree that information shared by DRHD is helpful and understand their roles and responsibilities as BOH members.
- 4.3 All respondents provided positive feedback on board relations with varying strengths of agreement and there was unanimous praise for the information sharing during the COVID-19 pandemic.
- 4.4 Respondents noted opportunities for improvement regarding: the level of detail for presentations; the potential to add LinkedIn to the DRHD social media strategy: BOH member participation in available educational opportunities; having a dialogue regarding Durham's changing challenges; and future BOH self-evaluation processes.
- 4.5 Although most respondents agreed with statements on annual review and planning, there were three areas of disagreement with a suggestion for brief updates at HSSC.

5. Previous Reports

5.1 Report #2017-INFO-125 provided a summary of the BOH self-evaluation survey conducted in September 2017.

6. Attachment

6.1 Attachment: Durham Region Board of Health Self-Evaluation Results

Respectfully submitted,

Original signed by

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Durham Region Board of Health Self-Evaluation Results

BOH Roles and Responsibilities

■ Strongly Disagree Disagree Agree Strongly Agree ■ Not Sure I have a clear understanding of the BOH's 40% 60% roles and responsibilities. As a BOH member, I have a clear understanding of the role of senior 40% 60% management in DRHD. BOH has the appropriate committee 60% 40% structure to exercise its responsibilities. BOH is adequately prepared to oversee an 100% emergency situation. BOH focuses primarily on long-term and 20% 40% 40% policy issues. BOH members have adequate information to approve the annual DRHD Business Plans 40% 60% and Budgets. 20% I am aware of the training opportunities 40% 40% offered by alPHa to BOH members.

Figure 1: BOH Roles and Responsibilities

Two respondents provided suggestions to clarify BOH members' roles and responsibilities:

100%



I would like to see an opportunity to have an open dialog in regards to the changing challenges Durham is facing and if there is a need to review our existing committee structure.

50%

0%

50%

100%

I think that we need to look at how we create an opportunity for BOH members to participate more in educational opportunities.

It is important they continue to educate themselves in BOH practices. Many seem to wait for the information to be provided vs going out and doing some research themselves.

■ Strongly Disagree Disagree ■ Not Sure Agree ■ Strongly Agree I find the Health Information Updates 40% 60% distributed through CIPs are helpful. I find the Program Reports distributed 40% 60% through CIPs are helpful. I find the Health Statistics in Durham Region 20% 20% 60% is helpful. I find the Health Neighbourhoods resource is 20% 80% helpful. I find information posted on the Health Department Reference Manual website is 75% helpful. I find Health Department presentations at 20% 80% HSSC and Council meetings are helpful. I believe data has an important role in making informed decisions on 40% 60% public health program and service delivery. I have received adequate data and information to make informed decisions on 40% 60% public health program and service delivery. 100% 50% 0% 50% 100%

Figure 2: BOH Information Sharing

- 80% (4/5) of the respondents currently follow DRHD on social media
- 75% (3/4) found that DRHD's social media strategy for information sharing is very helpful, the rest 25% found that it is somewhat useful.
- 75% (3/4) reported that DRHD Facebook was the most useful social media channel, and one member (25%, 1/4) found that X (Twitter) was the most useful one.

Three members provided suggestions to improve DRHD's information sharing products and also the process of information sharing:

For those not familiar with DRHD presentations are helpful, however for members who have an extensive knowledge at times presentations can be boring. I would like to see more presentations that are technical vs what seams like orientation.

Sometimes the data presented in reports is rather 'granular', this can take time away from focus on higher level issues.

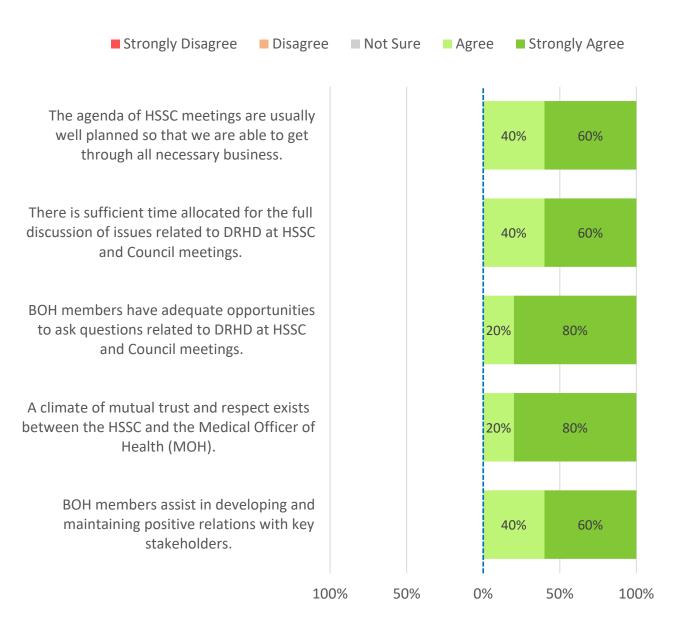
Extending to LinkedIn. I follow Ec Dev on LinkedIn as well and many healthcare providers are also on LinkedIn.



■ Strongly Disagree Disagree ■ Strongly Agree ■ Not Sure Agree DRHD's COVID-19 Update webpage was a source of accurate information about COVID-100% 19 in Durham Region. DRHD's COVID-19 Data Tracker provided me with up-to-date information on COVID-19 100% statistics and vaccine coverage in DR. DRHD's presentations to HSSC/Council during 100% the Pandemic were useful and informative. DRHD's information-sharing efforts with the 20% 80% public were transparent. DRHD's information-sharing efforts with the 100% stakeholders were transparent. DRHD actively engaged with the communities to address their questions and 100% concerns related to the pandemic. Timely and accurate data from DRHD played an important role in supporting decision-100% making during the pandemic. 50% 50% 100% 0% 100%

Figure 3: Information sharing during the COVID-19 Pandemic

Figure 4: Board Relations



No comments were provided for the question on any areas for improvement in BOH relations.

■ Strongly Disagree Disagree ■ Not Sure Agree ■ Strongly Agree I am familiar with DRHD's annual Health Check-20% 80% Up. I am familiar with DRHD's annual Health Plans. 20% 80% I am familiar with DRHD's annual Business Plans 20% 80% and Budgets. I am familiar with DRHD's annual Advocacy, 20% 20% 60% Engagement & Partnerships Report. I am aware that DRHD is an accredited public 100% health agency. 100% 50% 0% 50% 100%

Figure 5: Annual Review and Planning

One respondent provided a suggestion on Annual Review and Planning:



Perhaps brief updates at Committee on the Durham Health Check Up/Annual Health Plans/Advocacy?"



Board of Health Self-Evaluation Process

Respondents did not provide comments on the question if the current survey an effective way to assess the BOH's governance practices and strategic outcomes.

The most important questions to include in the BOH self-evaluation survey include:

- Expansion on the question of Committee Structure
- Listed above and financial requirements

Two respondents provided suggestions to improve Regional Councillors' participation in the BOH self-evaluation process:



"It would be helpful to have a special meeting to enable some open discussion by members on their thoughts about the BOH followed by the self evaluation"

I think we should continuously look at self-evaluation throughout the year. As we move through changes the understanding of the needs is fluid.

