

Appendix IV

Detailed Status Report of Recommendations Since 2016

Chapter Name	Department/ Agency	Year	Volume	Chapter	Par.	Recommendation	Self - Reported Status
Ambulance Services	Department of Health	2020	1	3	51	We recommend the Department formalize the mandate and governance for EM/ANB in legislation and provide mandate letters to EM/ANB with the annual budget approval.	Not Implemented
Ambulance Services	EM/ANB Board of Directors	2020	1	3	56	We recommend the board by-laws be amended to change the composition of the board to include members independent of the Department.	Implemented
Ambulance Services	EM/ANB Board of Directors	2020	1	3	61	We recommend the board enforce its conflict of interest policy and periodically review the effectiveness of the policy in mitigating conflict of interest risk.	Implemented
Ambulance Services	Department of Health	2020	1	3	70	We recommend EM/ANB enabling legislation strengthen and clarify board authority with respect to hiring, compensation, performance and termination of the CEO.	Not Implemented
Ambulance Services	EM/ANB Board of Directors	2020	1	3	71	We recommend the board hire an independent CEO upon future contractual amendment or renegotiation.	Not Implemented
Ambulance Services	EM/ANB Board of Directors	2020	1	3	77	We recommend the board evaluate EM/ANB's annual corporate plans as part of its review of the CEO and MHSNB's performance and compare them to EM/ANB's annual report and obligations to the Department.	Not Implemented
Ambulance Services	EM/ANB Board of Directors	2020	1	3	78	We recommend the board establish a performance management framework for EM/ANB and evaluate its performance annually.	Not Implemented
Ambulance Services	EM/ANB Board of Directors	2020	1	3	94	We recommend the terms of reference of each standing committee require an annual written report to the Board of Directors to demonstrate the sub-committees are operating as intended.	Implemented

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Ambulance Services	EM/ANB Board of Directors	2020	1	3	95	We recommend the board improve its recording of minutes to increase transparency.	Implemented
Ambulance Services	EM/ANB Inc.	2020	1	3	103	We recommend EM/ANB calculate budget surplus payments based on flexible budget amounts which reflect the anticipated spending for the fiscal year.	Not Implemented
Ambulance Services	EM/ANB Board of Directors	2020	1	3	108	We recommend the board define restrictions around budget surplus payments to exclude circumstances which may decrease the quality of the delivery of ambulance services.	Not Implemented
Ambulance Services	EM/ANB Board of Directors	2020	1	3	113	We recommend the board ensure EM/ANB or MHSNB substantiate how savings are achieved to demonstrate the value provided through cost savings claimed under the contract for ambulance services.	Implemented
Ambulance Services	EM/ANB Inc.	2020	1	3	135	We recommend EM/ANB introduce a more balanced suite of key performance indicators as the basis for performance-based payments to incentivize MHSNB toward high performance in all New Brunswick communities.	Not Implemented
Ambulance Services	Department of Health	2020	1	3	152	We recommend the Department and EM/ANB introduce controls to minimize the frequency of use of full deployment exemptions or discontinue the use of exemptions.	Not Implemented
	EM/ANB Inc.						Not Implemented
Ambulance Services	EM/ANB Board of Directors	2020	1	3	153	We recommend the EM/ANB board require MHSNB revise the System Status Plan to update the detailed specifications as to the ambulances, facilities and human resources required to be deployed to achieve performance standards.	Not Implemented
Ambulance Services	Department of Health	2020	1	3	163	We recommend the Department and EM/ANB revise the exemption approval guide to prevent the invalid use of full deployment exemptions or discontinue the use of exemptions	Not Implemented
	EM/ANB Inc.						Not Implemented

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Ambulance Services	EM/ANB Board of Directors	2020	1	3	191	We recommend the board implement progressive performance targets to incentivize MHSNB to achieve continuous improvement for the duration of the contract.	Not Implemented
Ambulance Services	EM/ANB Inc.	2020	1	3	192	We recommend EM/ANB improve tracking, and follow-up of strategic and corporate initiatives and include measurable outcomes in its plans.	Not Implemented
Ambulance Services	EM/ANB Board of Directors	2020	1	3	193	We recommend the board expand key performance indicators for performance-based payments to include all areas of operations, such as human resources, fleet and official languages.	Not Implemented
Ambulance Services	Department of Health	2020	1	3	194	We recommend the Department coordinate with the Regional Health Authorities and EM/ANB to implement solutions to reduce the impact of off-load delays.	Implemented
Ambulance Services	Executive Council	2020	1	3	206	We recommend the Executive Council Office review the Conflict of Interest Regulation under the <i>Conflict of Interest Act</i> and amend the regulation to include all relevant Crown corporations in Schedule A, including EM/ANB Inc.	Not Implemented