

# Action for Health Key Performance Indicators

## Department of Health and Wellness

### Key Messages

- » *Action for Health* Key Performance Indicator (KPI) reporting is a positive initiative for transparency and accountability.
- » However, our audit reveals caution is needed to use and understand the 13 examined KPIs.
- » Identified reporting issues detract from accountability and full transparency.
- » Regional and local level KPIs are needed in addition to province-wide results.
- » The lack of comprehensive and cohesive health system reporting makes it challenging for Nova Scotians to understand health system performance.

### Why We Did This Audit

- » The 2025-26 budget included an estimated \$7.4 billion in healthcare spending, nearly half of the province's total spending budget.
- » Nova Scotians deserve to know what the \$1.3 billion invested under *Action for Health* is achieving.
- » Health system KPIs should promote full transparency and accountability, informing Nova Scotians about health system performance against targets and expectations, and the impact of substantial investments.

### Caution Required to Use *Action for Health* KPIs

- » Thirteen KPIs were examined, revealing a range of issues.
- » Caution is needed to use and understand the reported *Action for Health* KPIs.

### Reporting Issues Detract from Accountability and Full Transparency

- » Reporting of the *Percentage of Nova Scotians Seeking a Primary Care Provider* is not fully transparent following changes to the Need a Family Practice Registry in October 2024.
- » Ten KPIs, intended to measure the *Action for Health* plan, including for selected healthcare professionals such as family physicians, registered nurses, and continuing care assistants, have no target or an ineffective target.
- » Three KPIs found to have significant inconsistency between what is measured and what the KPI is intended to report on.
- » Two KPIs found to have significant data errors or incomplete data.
- » Two KPIs measuring patient wait times within benchmark exclude a significant portion of the wait.
- » Explanatory information required to fully understand the KPIs is not reported.
- » Each KPI reports only aggregated provincial results, masking health zone and facility performance.
- » Multiple websites reporting health measures, data, and statistics make it difficult for Nova Scotians to understand and make connections about health system performance.