

Middlesex-London Board of Health Performance Assessment: Summary of Findings, NOVEMBER 2011

How Well Has the Board Done Its Job?

- On a 7-point scale, where 7 is 'strongly agree', 70% of responses were either a 6 or 7. This compares with 65% in the June cycle but was still lower than the March survey (86%).
- 10% of the statements had a response of 1 or 2, where 1 is 'strongly disagree'. This is a decrease compared to June where the disagreement was 15% but still higher than March when there were no statements to which any respondents disagreed.
- The strongest agreement rating was given to the statement "Ensures that the Health Unit has a long-term strategic plan" followed by "Has a process for handling urgent matters between meetings" and "Ensures that decisions are based on accurate, timely and the best available information."
 - These are the same statements that have received high agreement over the course of all three surveys.
- The lowest amount of agreement was given to the statement "Has a working knowledge of Board bylaws." This is different than previous cycles.

How Well Has the Board Conducted Itself?

- On a 7-point scale, where 7 is 'strongly agree', 84% of responses were either a 6 or 7. This compares with 72% in June but lower than 88% of respondents in the March cycle.
- 11% of the responses were a 1 or 2, where 1 is 'strongly disagree'. This is a decrease in disagreement compared to 22% in June however an increase from March when there were no statements to which any respondents disagreed.
- The strongest agreement ratings were given to the following statements: "Board meeting agendas are well planned so that all necessary Board business is addressed." and "Agendas are appropriate e.g. topics are relevant to the mission and goals of the Health Unit; items are clearly identified as for information, discussion or decision" and "Board members respect the rules of confidentiality."
 - These first two statements listed are the same statements as those that received the highest agreement in June.

- The statements with the weakest agreement rating were: “The Board uses its meeting time effectively and efficiently i.e. discussion is focused, clear, concise and on topic” and “All Board members participate in important Board discussions.”
 - These are different statements than those that received the lowest agreement in June.

Summary of Written Comments

- Overall, there was a sentiment that the Board acts as a cohesive team engaging in informed debate. The Board acts with integrity and honesty and brings different perspectives from the public. It was noted that meetings are well organized and that Board members are well informed by staff and Medical Officer of Health.
- Some suggested improvements were; to ensure all members feel comfortable to express their opinion at the Board table and not solely through the media, and that all Board members should act professionally while on camera. As has been noted in previous cycles, staff presentations and meeting length should be kept within the time allotted.
- Comments indicated that Board members were happy with the training received over the past year. Some suggested topics for future training include review of; Board governance, MLHU organizational structure, refresher courses on the Public Health mandate. Online learning opportunities were requested. There was also a request for continued support with Accountability Agreement requirements and self-assessments.

The Most Important Thing the Board Could Do to Improve Its Performance

- A final open-ended question asked respondents about the most important thing the Board could do to improve its performance. Comments indicated that engagement and participation by all members was important as is being open to hearing others’ opinions. The importance of support for the decisions made by the Board was also noted. One comment suggested more public input was needed.