

BRIEFING NOTE

TO: Board of Directors

FROM: Governance Committee

DATE: July 27, 2020

SUBJECT: 2019 Committee Self-Evaluations

☐ For Decision

☒ For Information

☐ Monitoring Report

Purpose:

To review the 2019 Committee Self-Evaluations Report.

Background:

The College's Board of Directors is committed to continuously improving the quality of board governance and the process of formally evaluating its own performance and effectiveness and committed to taking positive action based on the findings of its effectiveness self-evaluation. The Governance Committee worked to facilitate the development of this Board effectiveness self-evaluation process and secured the support of the Board for this process starting in 2016. The first Board Effectiveness Self-Evaluation was launched in December 2016.

In 2016 and 2017, Appointed Members were included in the overall Board evaluation. In September 2018, the Governance Committee worked to fine-tune the governance effectiveness self-evaluation tool. A separate questionnaire for the Appointed Members was designed to evaluate effectiveness relevant to Committee function.

For Consideration:

The content areas for the 2019 Committee Evaluations are attached for the Board's review (**APPENDIX A**). For each topic under each section of the evaluation, the report provides the numerical results. Based on the committee responses, action plans have been recommended for those committees who may require further access to resources and more increase opportunities for growth.

In 2019, the Board used an abbreviated version of the evaluation tool, therefore, the Committee Self-Evaluations Report were also brief. In future, the survey will be modified to include a comment box so that committee members can clarify any of their responses should they wish to do so.

Recommendations/Action Required:

For information only.

APPENDIX A

2019 Discipline Committee Effectiveness Self-Evaluation Results

SECTION 1: COMMITTEE ROLE			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Role</u>								
1.1 The role and mandate of this committee is clear to me as a Committee Member.								
	21	Total	14	2		1		
SECTION 2: COMMITTEE ORIENTATION			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Orientation</u>								
2.1 The committee received a clear and thorough orientation to their role, responsibilities, and processes.								
	21	Total	12	3	1	1		
SECTION 3: COMMITTEE DECISION-MAKING			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Decision-Making</u>								
3.1 The committee understands and assesses the risk that a decision might have on the public and makes decisions proportional to the risk of harm to the public.								
	21	Total	12	3	2			

SECTION 4: COMMITTEE COMMUNICATION			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Communication</u> 4.1 The committee members have strong interpersonal communication skills and are able to engage in respectful, productive and sometimes difficult discussions with each other, staff, and other stakeholders.								
	21	Total	12	3	1	1		
SECTION 5: COMMITTEE CONFIDENTIALITY			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Confidentiality</u> 5.1 The committee respects the confidentiality of its work.								
	21	Total N=16	13	1			1	1
SECTION 6: OVERALL COMMITTEE IMPACT			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Overall Committee Impact</u> 6.1 The committee functions effectively such that I leave most meetings believing my time was used productively and that my contribution was useful.								
	21	Total N=16	14	1		1		

Proposed Action Plan

1. **Committee Role/Orientation:** There were some members that were unclear on the role of the committee and disagreed that they received a thorough orientation. Typically, new members receive HPRO basic and advanced discipline training before sitting on a panel and at regular intervals thereafter. It is suggested that additional training opportunities be sought, for example, by having a new member attend a public hearing at the COO or another College of a

similar size that deals with matters of a similar complexity to gain real-world exposure to how a hearing is administered.

2. **Confidentiality:** There was one respondent who indicated a concern about confidentiality with this Committee. It is suggested that this matter be raised with the Chair and Vice-Chair of the Committee, and that before each panel hearing commences that the ILC review the panel's duties around confidentiality, and that the Chair creates a safe environment for members to report concerns.
3. **Communications/Impact:** There were some members who expressed disagreement around committee member communications and the effectiveness of deliberations. It is expected that the training being offered to the board directors and appointed members around communication skills, appreciative inquiry, and meeting facilitation will address this concern.

2019 Executive Committee Effectiveness Self-Evaluation Results

SECTION 1: COMMITTEE ROLE			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Role</u>								
1.2 The role and mandate of this committee is clear to me as a Committee Member.								
	5	Total	4	1				
SECTION 2: COMMITTEE ORIENTATION			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Orientation</u>								
2.2 The committee received a clear and thorough orientation to their role, responsibilities, and processes.								
	5	Total	3	1	1			
SECTION 3: COMMITTEE DECISION-MAKING			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Decision-Making</u>								
3.2 The committee understands and assesses the risk that a decision might have on the public and makes decisions proportional to the risk of harm to the public.								
	5	Total	4	1				

SECTION 4: COMMITTEE COMMUNICATION			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Communication</u>								
4.2 The committee members have strong interpersonal communication skills and are able to engage in respectful, productive and sometimes difficult discussions with each other, staff, and other stakeholders.								
	5	Total	3	2				
SECTION 5: COMMITTEE CONFIDENTIALITY			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Confidentiality</u>								
5.2 The committee respects the confidentiality of its work.								
	5	Total	3	2				
SECTION 6: OVERALL COMMITTEE IMPACT			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Overall Committee Impact</u>								
6.2 The committee functions effectively such that I leave most meetings believing my time was used productively and that my contribution was useful.								
	5	Total	4	1				
No action plan steps recommended								

2019 Governance Committee Effectiveness Self-Evaluation Results

SECTION 1: COMMITTEE ROLE			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Role</u> 1.3 The role and mandate of this committee is clear to me as a Committee Member.								
	7	Total	6	1				
SECTION 2: COMMITTEE ORIENTATION			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Orientation</u> 2.3 The committee received a clear and thorough orientation to their role, responsibilities, and processes.								
	7	Total	4	3				
SECTION 3: COMMITTEE DECISION-MAKING			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Decision-Making</u> 3.3 The committee understands and assesses the risk that a decision might have on the public and makes decisions proportional to the risk of harm to the public.								
	7	Total	5	2				

SECTION 4: COMMITTEE COMMUNICATION			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Communication</u>								
4.3 The committee members have strong interpersonal communication skills and are able to engage in respectful, productive and sometimes difficult discussions with each other, staff, and other stakeholders.								
	7	Total	5	2				
SECTION 5: COMMITTEE CONFIDENTIALITY			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Confidentiality</u>								
5.3 The committee respects the confidentiality of its work.								
	7	Total	4	2				1
SECTION 6: OVERALL COMMITTEE IMPACT			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Overall Committee Impact</u>								
6.3 The committee functions effectively such that I leave most meetings believing my time was used productively and that my contribution was useful.								
	7	Total	4	3				
No action plan steps recommended								

2019 ICRC Committee Effectiveness Self-Evaluation Results

SECTION 1: COMMITTEE ROLE			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Role</u>								
1.4 The role and mandate of this committee is clear to me as a Committee Member.								
	12	Total N=11	11					
SECTION 2: COMMITTEE ORIENTATION			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Orientation</u>								
2.4 The committee received a clear and thorough orientation to their role, responsibilities, and processes.								
	12	Total	8	2		2		
SECTION 3: COMMITTEE DECISION-MAKING			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Decision-Making</u>								
3.4 The committee understands and assesses the risk that a decision might have on the public and makes decisions proportional to the risk of harm to the public.								
	12	Total	12					

SECTION 4: COMMITTEE COMMUNICATION			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Communication</u> 4.4 The committee members have strong interpersonal communication skills and are able to engage in respectful, productive and sometimes difficult discussions with each other, staff, and other stakeholders.								
	12	Total	8	4				
SECTION 5: COMMITTEE CONFIDENTIALITY			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Confidentiality</u> 5.4 The committee respects the confidentiality of its work.								
	12	Total	11					1
SECTION 6: OVERALL COMMITTEE IMPACT			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Overall Committee Impact</u> 6.4 The committee functions effectively such that I leave most meetings believing my time was used productively and that my contribution was useful.								
	12	Total	12					

Proposed Action Plan

1. There were some members who felt that they hadn't received clear orientation training. It is recommended that the Committee discuss whether the training received in 2020 has been effective, whether there are any gaps in knowledge or understanding, and whether written resources such as the Committee handbook could be enhanced.

2019 Patient Relations Committee Effectiveness Self-Evaluation Results

SECTION 1: COMMITTEE ROLE			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Role</u>								
1.5 The role and mandate of this committee is clear to me as a Committee Member.								
	6	Total	5	1				
SECTION 2: COMMITTEE ORIENTATION			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Orientation</u>								
2.5 The committee received a clear and thorough orientation to their role, responsibilities, and processes.								
	6	Total	2	2		2		
SECTION 3: COMMITTEE DECISION-MAKING			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Decision-Making</u>								
3.5 The committee understands and assesses the risk that a decision might have on the public and makes decisions proportional to the risk of harm to the public.								
	6	Total	4	2				

SECTION 4: COMMITTEE COMMUNICATION			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Communication</u> 4.5 The committee members have strong interpersonal communication skills and are able to engage in respectful, productive and sometimes difficult discussions with each other, staff, and other stakeholders.								
	6	Total	3	3				
SECTION 5: COMMITTEE CONFIDENTIALITY			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Confidentiality</u> 5.5 The committee respects the confidentiality of its work.								
	6	Total	5	1				
SECTION 6: OVERALL COMMITTEE IMPACT			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Overall Committee Impact</u> 6.5 The committee functions effectively such that I leave most meetings believing my time was used productively and that my contribution was useful.								
	6	Total	4	2				

Proposed Action Plan 1. There were some members who felt that they hadn't received clear orientation training. It is recommended that the Committee discuss whether the training received in 2020 has been effective, whether there are any gaps in knowledge or understanding, and whether written resources such as the Committee handbook could be enhanced.

2019 Professional Misconduct Regulation Committee Effectiveness Self-Evaluation Results

SECTION 1: COMMITTEE ROLE			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Role</u>								
1.6 The role and mandate of this committee is clear to me as a Committee Member.								
	4	Total N=2	2					1
SECTION 2: COMMITTEE ORIENTATION			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Orientation</u>								
2.6 The committee received a clear and thorough orientation to their role, responsibilities, and processes.								
	4	Total N=2	1	1				
SECTION 3: COMMITTEE DECISION-MAKING			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Decision-Making</u>								
3.6 The committee understands and assesses the risk that a decision might have on the public and makes decisions proportional to the risk of harm to the public.								
	4	Total N=2	1		1			

SECTION 4: COMMITTEE COMMUNICATION			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Communication</u> 4.6 The committee members have strong interpersonal communication skills and are able to engage in respectful, productive and sometimes difficult discussions with each other, staff, and other stakeholders.								
	4	Total N=2	1					1
SECTION 5: COMMITTEE CONFIDENTIALITY			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Confidentiality</u> 5.6 The committee respects the confidentiality of its work.								
	4	Total N=2	1					1
SECTION 6: OVERALL COMMITTEE IMPACT			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Overall Committee Impact</u> 6.6 The committee functions effectively such that I leave most meetings believing my time was used productively and that my contribution was useful.								
	4	Total N=2	1					1
No action plan steps recommended								

2019 Quality Assurance Committee Effectiveness Self-Evaluation Results

SECTION 1: COMMITTEE ROLE			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Role</u>								
1.7 The role and mandate of this committee is clear to me as a Committee Member.								
	7	Total	5	1				
SECTION 2: COMMITTEE ORIENTATION			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Orientation</u>								
2.7 The committee received a clear and thorough orientation to their role, responsibilities, and processes.								
	7	Total	3	3				
SECTION 3: COMMITTEE DECISION-MAKING			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Decision-Making</u>								
3.7 The committee understands and assesses the risk that a decision might have on the public and makes decisions proportional to the risk of harm to the public.								
	7	Total	4	2				

SECTION 4: COMMITTEE COMMUNICATION			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Communication</u>								
4.7 The committee members have strong interpersonal communication skills and are able to engage in respectful, productive and sometimes difficult discussions with each other, staff, and other stakeholders.								
	7	Total	3	3				
SECTION 5: COMMITTEE CONFIDENTIALITY			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Confidentiality</u>								
5.7 The committee respects the confidentiality of its work.								
	7	Total	4	1	1			
SECTION 6: OVERALL COMMITTEE IMPACT			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Overall Committee Impact</u>								
6.7 The committee functions effectively such that I leave most meetings believing my time was used productively and that my contribution was useful.								
	7	Total	5	1				
No action plan steps recommended								

2019 Registration Committee Effectiveness Self-Evaluation Results

SECTION 1: COMMITTEE ROLE			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Role</u>								
The role and mandate of this committee is clear to me as a Committee Member.								
	8	Total	7	1				
SECTION 2: COMMITTEE ORIENTATION			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Orientation</u>								
2.8 The committee received a clear and thorough orientation to their role, responsibilities, and processes.								
	8	Total N=7	4	3				
SECTION 3: COMMITTEE DECISION-MAKING			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Decision-Making</u>								
3.8 The committee understands and assesses the risk that a decision might have on the public and makes decisions proportional to the risk of harm to the public.								
	8	Total	7	1				

SECTION 4: COMMITTEE COMMUNICATION			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Communication</u> 4.8 The committee members have strong interpersonal communication skills and are able to engage in respectful, productive and sometimes difficult discussions with each other, staff, and other stakeholders.								
	8	Total	3	4			1	
SECTION 5: COMMITTEE CONFIDENTIALITY			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Confidentiality</u> 5.8 The committee respects the confidentiality of its work.								
	8	Total	5	3				
SECTION 6: OVERALL COMMITTEE IMPACT			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Overall Committee Impact</u> The committee functions effectively such that I leave most meetings believing my time was used productively and that my contribution was useful.								
	8	Total	6	1		1		

Proposed Action Plan

Communications/Impact: There were some members who expressed disagreement around committee member communications and the effectiveness of the Committee's productivity. It is expected that the training being offered to the board directors and appointed members around communication skills, appreciative inquiry, and meeting facilitation will address this concern.

2019 Standards of Practice Committee Effectiveness Self-Evaluation Results

SECTION 1: COMMITTEE ROLE			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Role</u>								
1.8 The role and mandate of this committee is clear to me as a Committee Member.								
	6	Total	5		1			
SECTION 2: COMMITTEE ORIENTATION			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Orientation</u>								
2.9 The committee received a clear and thorough orientation to their role, responsibilities, and processes.								
	6	Total	3	3				
SECTION 3: COMMITTEE DECISION-MAKING			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Decision-Making</u>								
3.9 The committee understands and assesses the risk that a decision might have on the public and makes decisions proportional to the risk of harm to the public.								
	6	Total	5		1			

SECTION 4: COMMITTEE COMMUNICATION			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Communication</u>								
4.9 The committee members have strong interpersonal communication skills and are able to engage in respectful, productive and sometimes difficult discussions with each other, staff, and other stakeholders.								
	6	Total	4	2				
SECTION 5: COMMITTEE CONFIDENTIALITY			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Committee Confidentiality</u>								
5.9 The committee respects the confidentiality of its work.								
	6	Total	4	2				
SECTION 6: OVERALL COMMITTEE IMPACT			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I don't have enough information to comment
<u>Overall Committee Impact</u>								
6.8 The committee functions effectively such that I leave most meetings believing my time was used productively and that my contribution was useful.								
	6	Total	5	1				
No action plan steps recommended								