Chapter 1
Overview of Follow-up of 2017, 2018, and 2019 Performance Audit Recommendations

Overall Results

- 91% of 2017 recommendations completed; four recommendations from three audits are not completed
- 90% of 2018 recommendations completed; six recommendations from two audits are not completed
- 57% of 2019 recommendations completed; 20 recommendations from five audits are not completed

Why We Follow up on Recommendations
- Risks remain when government does not complete the recommendations they committed to implementing
- This report is a tool for the Public Accounts Committee, the House of Assembly, and the public to hold government accountable
- Appendix II highlights some questions which may assist with holding government accountable for not completed recommendations

What We Found

November 1, 2017: Climate Change Management
- 67% of the recommendations have been completed
- Environment and Climate Change has not completed the recommendation to:
  - regularly review its rating of climate change risks to determine if the ratings have changed and identify any new actions required to address the changes

November 22, 2017: Mental Health Services
- 94% of the recommendations have been completed
- The Nova Scotia Health Authority has not completed the recommendation to:
  - implement the emergency department safety recommendations identified in the January 2017 Improving Workplace Safety report as accepted by government

November 22, 2017: Managing Home Care Support Contracts
- 83% of recommendations have been completed
- The Nova Scotia Health Authority has not completed the recommendation to:
  - maintain an integrated record of home support complaints received, including their outcome
- Seniors and Long-term Care has not completed the recommendation to:
  - put a process in place to verify the accuracy of reporting from home support providers

May 2018: Grant Programs
- 58% of the recommendations have been completed
- Three departments have not completed five recommendations, including:
  - develping a framework to provide guidance to public sector entities on best practices for grant program design
  - establishing performance indicators
  - developing monitoring processes for grants

Organization and Audit Title	Recommendations			
	Total	Not Completed	Completed	
Agriculture				
May 2018 – Chapter 1: Grant Programs	3	0	3	100%
May 2019 – Chapter 1: Diversity and Inclusion in the Public Service	3	2	1	33%
Communities, Culture, Tourism and Heritage				
May 2018 – Chapter 1: Grant Programs	4	3	1	25%
Community Services				
May 2019 – Chapter 1: Diversity and Inclusion in the Public Service	3	1	2	67%
Environment and Climate Change				
November 1, 2017 – Chapter 3: Climate Change Management	3	1	2	67%
November 1, 2017 – Chapter 4: Environmental Assessments	7	0	7	100%
Finance and Treasury Board				
May 2018 – Chapter 1: Grant Programs	1	1	0	0%
Health and Wellness				
November 22, 2017 – Chapter 1: Family Doctor Resourcing	4	0	4	100%
December 2018 – Chapter 1: Management and Oversight of Health Sector Information Technology	5	0	5	100%
IWK Health Centre				
November 22, 2017 – Chapter 2: Mental Health Services	4	0	4	100%
December 2018 – Chapter 1: Management and Oversight of Health Sector Information Technology	5	0	5	100%
December 2018 – Chapter 2: IWK Health Centre: Financial Management Controls and Governance	8	0	8	100%
Justice				
May 2018 – Chapter 2: Correctional Facilities	12	1	11	92%
May 2018 – Chapter 3: Maintenance Enforcement Program	6	0	6	100%
May 2019 – Chapter 1: Diversity and Inclusion in the Public Service	3	1	2	67%
Natural Resources and Renewables				
May 2018 – Chapter 1: Grant Programs	4	1	3	75%
Nova Scotia Health Authority				
November 22, 2017 – Chapter 1: Family Doctor Resourcing	5	0	5	100%
November 22, 2017 – Chapter 2: Mental Health Services	9	1	8	89%
November 22, 2017 – Chapter 3: Managing Home Care Support Contracts	5	1	4	80%
December 2018 – Chapter 1: Management and Oversight of Health Sector Information Technology	6	0	6	100%
Office of Mental Health and Addictions				
November 22, 2017 – Chapter 2: Mental Health Services	3	0	3	100%
Office of Regulatory Affairs and Service Effectiveness				
December 2019 – Chapter 1: Reducing Regulatory Burden	1	0	1	100%
Public Service Commission				
May 2019 – Chapter 1: Diversity and Inclusion in the Public Service	7	5	2	29%

Organization and Audit Title	Recommendations			
	Total	Not Completed	Completed	
Public Works				
May 2019 – Chapter 2: Selection and Quality Management of Bridge Projects in Central and Western Districts	7	6	1	14%
December 2019 – Chapter 2: QEII New Generation Project – Halifax Infirmary Expansion and Community Outpatient Centre	5	2	3	60%
Seniors and Long-term Care				
November 22, 2017 – Chapter 3: Managing Home Care Support Contracts	7	1	6	86%
Service Nova Scotia and Internal Services				
December 2018 – Chapter 1: Management and Oversight of Health Sector Information Technology	5	0	5	100%
January 2019 – Information Access and Privacy Information Technology	5	2	3	60%
Workers' Compensation Board				
December 2018 – Chapter 3: Workers' Compensation Board: Governance and Long-term Sustainability	3	0	3	100%
May 2019 – Chapter 3: Workers' Compensation Board: Claims Management	12	1	11	92%