




|  INDICATOR |  PURPOSE |
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| <p>1. Standards of Good Regulation (SGR) practices are used to review/evaluate every NSCN initiative</p> <p style="text-align: right;">Target: 100%</p> | <p>Standards for Good Regulation (SGR) ensure NSCN follows the principles established by the Professional Standards Authority. PSA-SGR were adapted for use at NSCN at ONR and we continue to adapt the SGR practices to evaluate new policy, procedures and regulatory documents against relevant PSA-SGR is developed.</p> |
| <p>2. Strategic Priority projects and initiatives follow NSCN Project Management Processes</p> <p style="text-align: right;">Target: 100%</p> | <p>To ensure effectiveness and efficiencies projects and initiatives follow a project management process to ensure on time, on budget and the effective and efficient use of resources.</p> |
| <p>3. Average calendar days to approve and process a registration request for:</p> <ul style="list-style-type: none"> a. NS Graduate b. Canadian Free Trade Agreement (CFTA) c. Internationally Educated Nurse (IEN) <p style="text-align: right;">Target: 5 days NS Grad 10 days CFTA 30 days IEN</p> | <p>To ensure nurses registrations are processed as quickly as possible once all required information is received to move nurses into practice as safe and quickly as possible.</p> |
| <p>4. Projects/initiatives are assessed through the NSCN Risk Management Framework</p> <p style="text-align: right;">Target: 100%</p> | <p>To ensure all projects have been appropriately assessed for risk and mitigation plans are identified.</p> |
| <p>5. Response time to Live-Chat inquiries</p> <p style="text-align: right;">Target: 24 hours</p> | <p>To ensure accurate information is provided to the public, registrants, and other stakeholders in a timely manner.</p> |
| <p>6. NSCN is committed to continuous education in Diversity & Inclusion through the NSCN Road Map</p> <p style="text-align: right;">Target: Progress to plan</p> | <p>To enable a culture of diversity, inclusion, and cultural sensitivity throughout all operational work at NSCN.</p> |
| <p>7. Average days for receipt of complaint to be acknowledged</p> <p style="text-align: right;">Target: 2 business days</p> | <p>As part of our accountability to the public to report not just our decisions, but the rationale for our decisions regulatory decisions are provided and communicated in a timely manner.</p> <p>All complaints are reviewed immediately to ensure urgent issues are addressed immediately and complainants are communicated with in a timely manner.</p> |
| <p>8. Average days to submit decision to Complainant and Respondent once the Committee renders decision</p> <p style="text-align: right;">Target: 5 business days</p> | <p>Once a committee has formally rendered its decision in writing, it is communicated in a timely, accountable, and transparent manner to both complainant and respondent.</p> |
| <p>9. Monthly financial reviews demonstrate responsible stewardship of its financial resources</p> <p style="text-align: right;">Target: Progress to plan</p> | <p>The College's strategic plan, (the activities or programs it plans to undertake) has been costed and resources have been allocated accordingly to achieve its statutory objectives and regulatory mandate.</p> |