

ACHD Governance Toolkit

Board Session 3

SMART Board Orientations

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ACHD Governance Series

Effective Board Work for Enhanced Service and Performance

Six Short Programs for use by ACHD Members

1. Community Engagement
2. Balancing Governance & Management
- 3. Board Orientations**
4. Strategic Planning
5. Board Self-Assessments
6. Board Education Programming

Good Board Work: Better Service. Better Performance.

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Jim Rice: Governance Adviser



Experienced. Practical. Responsive.

Jim Rice, PhD, FACHE is Senior Adviser with the Governance & Leadership service line of Gallagher's Human Resources & Compensation Consulting practice, and Chairman of the Akadimi Foundation. Having served on many boards, Jim focuses his consulting work on strategic governance structures and systems for high performing medical groups, hospitals, credit unions and integrated care systems. He is often engaged for enhanced strategic alliances and mergers for large and small not-for-profit organizations; as well as leadership development programming for Physicians, Boards and C-Suite Senior Leaders.

Dr. Rice holds a masters and doctoral degree in management and health policy from the University of Minnesota. He has received the University of Minnesota, School of Public Health Distinguished Alumni Leadership Award; a National Institute of Health Doctoral Fellowship; a US Public Health Service Traineeship in Hospital Management; a Bush Leadership Fellowship at Stanford and the National University of Singapore; and the American Hospital Association's Corning Award for Excellence in Hospital Planning. He is a Fellow in the American College of Healthcare Executives (ACHE) and has worked in over 35 countries in North America, Asia, Africa and Latin America.



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Board Orientations

Focus of Session:

1. What is a good "Board Orientation"?
2. Why is it important?
3. Common issues or challenges?
4. What can Boards do to be more successful?
5. Resources for further insights?

1. What is a good “Board Orientation”?

- **Prompt:** within 30 days
- **Professional:** Tied to Position Description, Plans, & Matrix
- **Promotional:** Champion the Mission/Vision
- **Packaged:** Multi-media. Modules. Multiple Speakers
- **Passionate:** Weave in Stories to Make Data Sing

2. Why is it important?

- More Effective & Efficient Decision Making
- Less Wasted Time in Meetings
- Enhanced Messaging & Brand in District
- Expanded Engagement & Pride with providers, staff, public and donors
- Increased ROI Probability

3. Common issues or challenges?

- Chair and CEO do not prioritize the Orientation
- New Members think they already have all the answers
- CEO tries to do it all alone, rather than a team effort
- Process is boring and time consuming
- Content is narrow and does not map to District health needs, the mission, and the strategic and financial plans

4. What can Boards do to be more successful?

- Make it a priority via the “Five Ps” of slide 5
- Make it engaging visually, animated, tailored to Member
- Make it a team sport: Staff, Board-Buddy, Mentor
- Make it digital and 24/7
- Make it comprehensive & interesting:
 - Real Patient Case Stories (But HIPPA Compliant)
 - Real Physician and Nurse Stories
 - Map to “Balanced Score Card” type metrics: Make Data Sing
 - Include touring with planned presentations by staff
 - Encourage “Q Factor” by Board Members

5. Resources for further insights:

- Consider ACHD Certification Criteria [Checklist](#)
- BoardEffect checklists [save time](#)
- See Association Checklists for [Topics](#)
- Dashboard Graphics: Stimulate Thinking is [Key](#)
- Map to Board Member Handbook [links](#)

Good Board Work: Better Service. Better Performance.

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Thank you for all you do for the people in your healthcare district!

We hope this short program stimulates your continuous pursuit of enhanced board work to strengthen your healthcare district's support for *health care* and *health gain* in challenging times.

Please contact ACHD to access their many other board support resources.



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