Effective Health Center Board Orientation and Ongoing Education
NCFH Board Governance Learning Collaborative

Board Governance Learning Collaborative

Board Role & Responsibilities, Financial & Quality Oversight, Strategic Planning & Policies, Tools for building a positive board culture, governance impact and considerations with response to COVID-19

Contact Mario Garza
@ Garza@NCFH.org
Objectives

• Increase knowledge and active engagement of consumer board members

• Integration of board member e-learning programs into health centers' training plan for board members
Health Center Governance

Federal Law

State Law

HRSA Health Center Program

Good Governance Research & Practice

https://bphc.hrsa.gov/

https://www.healthcenterinfo.org/details/?id=2302
Categories of Board Roles

- Strategy
- Oversight & Policy
- Functioning
Video

https://conferences.nachc.org/nachc/articles/3473/view
Strategy Role

• Strategic Board Composition

• Strategic Planning and Thinking
Oversight & Policy

• Approve Policy

• Provide Oversight
  – CEO Oversight & Partnership
  – Financial
  – Quality
  – Corporate Compliance
  – Risk Management
  – Health Center Program Compliance
Board Functioning

• Board Meetings
• Board Committees
• Board Culture
Individual Board Member – Legal Duties

• Duty of Care
  ▪ Acting in good faith with the degree of diligence, care, and skill that prudent people would use in similar circumstances

• Duty of Loyalty
  ▪ Acting in the best interests of the corporation and avoiding even the appearance of a conflict of interest

• Duty of Obedience
  ▪ Ensuring that the corporation uses its resources to advance its purpose and goals, and that it complies will all appropriate laws
Board Member Life Cycle

- Orientation
- Affiliation
- Participation
- Leadership
- Revitalization
Board Member Orientation

**Purpose:**
Prepares new board members for their new volunteer role
Board Member Orientation - Approach

• Provide board handbook with background materials
  – See suggested list of items to include in the Governance Guide for Health Center Boards, Appendix 7: Sample Topics for Board Orientation Handbook for list

• Consider the best approach for your board members—
  1) Multi-session approach – Several short sessions at start of board service
  2) Staggered Approach – Several short sessions over an extended period of time
  3) Customized Approach – Tailored for the needs of an individual board member

• Determine how to offer (e.g., online during pandemic)

• Support a mentor or board buddy program
“Chat” Discussion

• What focus areas are important to cover?

• What key performance indicators should new board members be made aware of early in their tenure?

• What would a mentoring program include?
# Board Member Orientation – Focus Area

<table>
<thead>
<tr>
<th>Governance</th>
<th>Health Center</th>
<th>Other</th>
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<tbody>
<tr>
<td>• Board Roles</td>
<td>• Health Center and Health Center Movement History</td>
<td>• Health Services and Resources Administration (HRSA) Health Center Program</td>
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<td>• Board Legal Roles</td>
<td>• Mission, Vision, Values</td>
<td>• Issues in the center’s internal and external environment</td>
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<td>• Skill building in various oversight areas including how to read financial statements and quality data</td>
<td>• Strategic Plan</td>
<td>• Impact of topical issues (e.g., COVID-19 pandemic)</td>
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<td>• Health Center Overview (services)</td>
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<td>• Board Meetings and Committees</td>
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<td>• Financial and Audit Position</td>
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<td>• Quality Program</td>
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Leverage Resources from NCFH, NACHC & others!

**Governance Guide for Health Center Boards**
**Guía para las Juntas Directivas del Centro de Salud**

**Modules on Board Financial Oversight**

**Health Center Toolbox**

**Health Center Board Roles (Video)**
The Board's Role in Financial Oversight
the 1st E-Learning Module

Capitación financiera para la junta directiva

https://conferences.nachc.org/nachc/articles/4177/view
Immediate Reactions?

Contact Mario Garza @ Garza@NCFH.org
Reading and Understanding the Balance Sheet
the 2nd E-Learning Module
Lectura y comprensión del balance general financiero

https://conferences.nachc.org/nachc/articles/4183/view
Immediate Reactions?

Contact Mario Garza @ Garza@NCFH.org
Ongoing Board Education

Purpose:
Equips all board members with information and knowledge needed to govern

Helps build “affiliation” and “participation” among board members
Ongoing Board Education - Approach

• Integrate in board meetings

• Use board retreats

• Consider participation in NCFH Learning Collaboratives

• Participate in outside trainings
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“Chat” Discussion

• What focus areas are important to cover?
Ongoing Board Education
Focus Areas

• Impact of COVID-19 on the Center
• Value Transformation
• Health Center Strategy
• Health Equity
• Governance Best Practices
• And more
Leverage Resources from NCFH, NACHC & others!

**Governance Guide for Health Center Boards**
Guía para las Juntas Directivas del Centro de Salud

**COVID-19 Focused Resources on Governance**

**Additional Videos and Resources**
- The Board’s Role in the Needs Assessment
- The Board’s Role in Strategic Planning
- The Board’s Role in Strategic Planning: Case Study
- The Board’s Role in Strategic Planning: A Case Study on Cherokee Health
- Accountable Care for Health Center Boards
- Payment Reform Fundamentals for Health Center Boards

**Health Center Toolbox**

www.nachc.org
Questions?

Anything else we can answer?
Thank you!

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