

A close-up photograph of a person's hands writing on a document. The person is wearing a white dress shirt and a blue tie with a wavy pattern and small gold dots. They are holding a black fountain pen in their right hand, writing on a white sheet of paper. Their left hand is holding the paper steady. The background is slightly blurred, showing more of the person's clothing. A black banner with white text is overlaid on the left side of the image.

Board Self-Assessment Admin Guide

INTRODUCTION

Welcome to the online **Board Self-Assessment**. In this era of health reform and major changes in the health care delivery system, health care organizations are being challenged as never before. In many cases, external forces loom as a serious threat to institutional viability. Boards must be prepared to meet these challenges and to continue serving the needs of their communities. Self-assessment is a tool for boards to utilize to ask themselves how well they are prepared to meet these challenges. Self-assessment can help show a board where its strengths lie as well as where improvements may be needed. It is an important function that should be an ongoing part of serving on any hospital or system board.

Self-assessment should become a recurring process with a formal assessment performed at least once a year. Boards should review the goals, mission, vision, values, and strategic plan of the hospital prior to beginning the self-assessment. Boards should tailor the questions included in this assessment as needed to fit their particular hospital/system. However, questions that relate to the organization's strengths and those of its board members should not be omitted; it is as important for the board to be aware of its' strengths as well as its' deficiencies. This is why the program gives you the ability to customize the assessment by adding or deleting questions, so that the assessment is tailored to your board.

The value of this self-assessment depends to a large degree on the ability and willingness of the participants to be open and realistic as they answer the questions. Once the members have completed the assessment, a report will be provided giving you a very detailed look at where your board stands to other boards, to your own board in the previous year, and how your peers as a whole are answering. Boards should be prepared to take a hard look at their past performance and the performance of their peers, and based on what they see, be prepared to take steps to change their procedures, structure or composition to improve performance.

LOGON SCREEN

The screenshot shows a web page with a blue header bar. The main content area is white. In the center, the title "Board Self-Assessment Website" is displayed in a bold, dark font, with the subtitle "An evaluation of hospital governing board performance" below it in a smaller, italicized font. To the right, there is a grey sidebar titled "Board Member". Inside this sidebar, the text "Welcome! Enter your email address below for system access." is followed by an "Email:" label and a text input field. Below the input field is an "Enter" button. In the bottom left of the main content area, there is a line of text: "New Hospital Administrators click [HERE](#) to register. Once registered, IHA staff will approve your account. NOTE: This is only for the person that is going to be in charge of the assessment. All other users will be added by the administrator."

This is the login page. If this is the first time you are using the program, click the link in blue above to sign up for the program. An email will be sent to the association program administrator to approve your account. Once the Association Administrator has approved your account, you will receive an email with the link to the website to login to begin using the program. Any other time that you use the program, you will just login with your email address in the box to the right. If you have permission to administer multiple hospitals, you will see a screen after login asking which hospital that you would like to administer. Simply select a hospital from the dropdown list and continue with the program. If you only administer a single hospital, you will continue onto the "Welcome" page.

WELCOME SCREEN

Home Account Info IHA website Contact Us Suggestions Log Out

Welcome to the Board Assessment

Managing Assessment for: **Hospital Association** [Change Facility to Manage](#)

The grid below show all of your previous survey history. If you are ready to begin a new assessment, click the link below.
NOTE: Starting a new assessment will stop any progress on the currently open survey.

[Create New Assessment](#)

Survey Status	Date Created	Board Composition Section Status	Trustee Support Section Status	Procedures Section Status	Scope Section Status	Personal Section Status	Total Users	Board Completed Count	Personal Completed Count	Configure Assessment	Email Users	View User Participation	Print Assessment	
Open	01/20/2014	Completed	Completed	Completed	Completed	Completed	3	0	0					
Closed	11/21/2013	Completed	Completed	Completed	Completed	Completed	3	0	0					
Closed	11/20/2013	Completed	Completed	Completed	Completed	Completed	3	2	2					View Reports
Closed	06/20/2012	Completed	Completed	Completed	Completed	Completed	3	1	0					
Closed	09/14/2011	Completed	Completed	Completed	Completed	Completed	3	1	1					
Closed	09/01/2011	Completed	Completed	Completed	Completed	Completed	3	0	0					
Closed	09/01/2011	Completed	Completed	Completed	Completed	Completed	3	2	2					View Reports
Closed	01/04/2011	Completed	Completed	Completed	Completed	Completed	3	2	2					View Reports

High Trustee Scores for Hospital Data in Iowa

The Welcome screen allows the user:

- Change Facility to Manage (if applicable)
- Create A New Assessment
- Configure Assessment
- Email users assessment is ready
- View assessment participation
- Print PDF of Assessment
- View reports

The welcome screen also gives you a dashboard of your current and previous assessments. It gives you a status of which sections of the assessment you have configured and a count of users that have completed the assessment. You are also able to view reports from previous assessments.

Each one of the options will go into detail in the sections below.

CREATE A NEW ASSESSMENT

The grid below show all of your previous survey history. If you are ready to begin a new assessment, click the link below.

NOTE: Starting a new assessment will stop any progress on the currently open survey.

[Create New Assessment](#)

Survey Status	Date Created	Board Composition Section Status	Trustee Support Section Status	Procedures Section Status	Scope Section Status	Personal Section Status	Total Users	Board Completed Count	Personal Completed Count				
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No surveys have been started. To begin the first survey, click the 'Create New Assessment' link above.

If this is your first assessment or if you are ready to create a new assessment for your facility, you will need to click the “Create New Assessment” link on the Welcome page. NOTE: If you have an assessment currently in process, all current progress will be stopped. To begin the next assessment period, simply click the link. A new line will appear at the top of the dashboard. From there you will be able to configure the assessment for your facility.

The grid below show all of your previous survey history. If you are ready to begin a new assessment, click the link below.

NOTE: Starting a new assessment will stop any progress on the currently open survey.

[Create New Assessment](#)

Survey Status	Date Created	Board Composition Section Status	Trustee Support Section Status	Procedures Section Status	Scope Section Status	Personal Section Status	Total Users	Board Completed Count	Personal Completed Count				
Open	01/30/2014	Not Completed	Not Completed	Not Completed	Not Completed	Not Completed	1	0	0	Configure Assessment			

More Detailed Sources for Hospital Outlets Data

CONFIGURE ASSESSMENT

This section is where you can configure the assessment to your facility. There are a set of standard questions for each section. Each facility has the option to delete/hide the questions from their Board Members. You as an administrator also have the capability to add three additional questions to each section. To begin configuring the assessment, click the link in the grid for the current open assessment.

The grid below show all of your previous survey history. If you are ready to begin a new assessment, click the link below.
 NOTE: Starting a new assessment will stop any progress on the currently open survey.

[Create New Assessment](#)

Survey Status	Date Created	Board Composition Section Status	Trustee Support Section Status	Procedures Section Status	Scope Section Status	Personal Section Status	Total Users	Board Completed Count	Personal Completed Count	Configure Assessment
Open	01/30/2014	Not Completed	Not Completed	Not Completed	Not Completed	Not Completed	1	0	0	Configure Assessment

This will take you to a page listing all of the configuration sections that need to be completed for the assessment to begin. Each section has questions specific to the section links. To accept and approve the questions for each section, click on the name of the section. This will take you to a page with the standard questions for each section. There is a delete link next to each question. If you would not like your board members to answer the question, simply click the delete link next to the question. This will hide the question from your board members as they are completing the assessment.

Click on each of the links below and edit each section of the assessment. Once you are happy with the section click the link at the bottom of the page to return to this page. Then proceed to the next link. Once finished with all the sections click the finish button located at the bottom of this page.

Step 1: Approve Assessment Sections	Status
1. Board Composition	<input type="checkbox"/>
2. Support for Trustee Education	<input type="checkbox"/>
3. Board and Committee Procedures	<input type="checkbox"/>
4. Scope of Responsibility	<input type="checkbox"/>
Step 2: Approve Personal Evaluation Section	Status
5. Personal Evaluation	<input type="checkbox"/>
Step 3: Create user accounts	Status
6. Create User Accounts	<input type="checkbox"/>

[Click here when finished](#)

[Accept Questions and return to Assessment Setup](#)

Board Composition

WARNING: Once a user submits a report for the current year, you will not be able to add/delete questions.

NOTE: Questions in red have been deleted.

Current Board Composition Question	
Delete	Recognizing statutory requirements, the board consists of a workable number of members (no more than 15) to function efficiently and efficiently as a group.
Delete	Board membership is reflective of the makeup of the community being served with needed professional skills/talents and appropriate racial and gender mix.
Delete	If legally permissible, the chief executive officer (CEO) should be a member of the board.
Delete	If legally permissible, the board should include one or more medical staff members.
Delete	Prospective board members are identified by a nominating committee or through another organized succession planning process.
Delete	The legal responsibilities and the potential liabilities of governance are clearly spelled out to board members.
Delete	Board members regularly attend board meetings in order to conduct business and make informed decisions.
Delete	Board members are protected against the potential liabilities of governance through indemnity arrangements, insurance and other measures.
Delete	Board members are appointed for a specified period of time with provision for reappointment, and with a limit on the number of terms.
Delete	Board members are required to disclose possible conflicts of interest before their appointment and periodically throughout their terms as trustees.

You have added 0 custom questions.

Add a Question (you can up up to 3)

Question:

[Add Question](#)

[Accept Questions and return to setup screen](#)

If there are additional questions that you would like to ask your board members related to the section, simply type your question in the box at the bottom of the page and click the "Add Question" button. Once you are satisfied with your selection, either click the "Accept Questions and return to Assessment Setup" link at the top of the page or click the "Accept Questions and return to setup screen" button at the bottom of the page. Repeat these steps for each of the four Assessment Sections and the Personal Evaluation Section.

[Return to setup screen](#)

Create New User

Email:

First Name:

Last Name:

Existing Users

	Email	FirstName	LastName
<input type="button" value="Delete"/>	<input type="text"/>	Test	User

The final step is to add your board members to allow them to access and complete the assessment. This is done on the Assessment Configuration page by clicking on the “Create User Accounts” link. This will take you to a page to add in all of your board members. Type in the email address, first name and last name, then click the “Create User” button for each of your board members. Once you have added all of your board members, click on one of the links to return to the setup screen. Then click on the “Click here when finished” button at the bottom of the setup page to return to the welcome page. If board members change from assessment to assessment, the users will carry over from the previous assessment. If they are no longer a board member, simply click on the delete

button next to the board member’s email address. This will not delete their previous submissions, but only remove them from receiving any communication about the current assessment.

EMAIL USERS ASSESSMENT READY

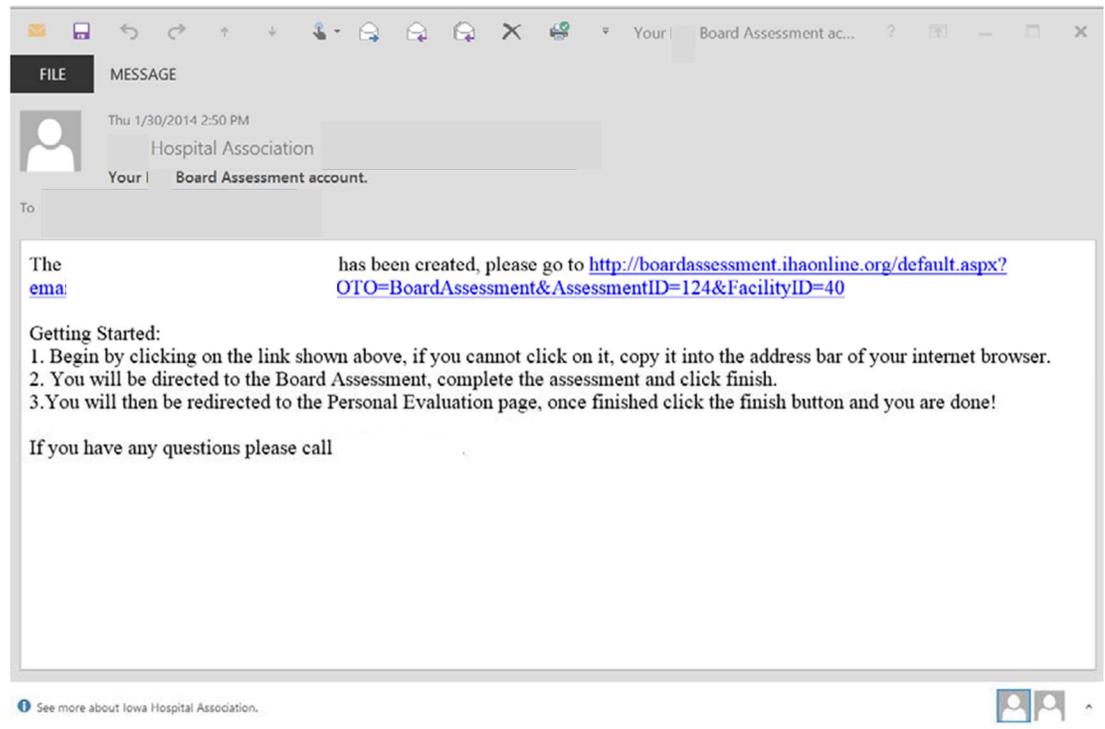
The grid below show all of your previous survey history. If you are ready to begin a new assessment, click the link below.
NOTE: Starting a new assessment will stop any progress on the currently open survey.

[Create New Assessment](#)

Survey Status	Date Created	Board Composition Section Status	Trustee Support Section Status	Procedures Section Status	Scope Section Status	Personal Section Status	Total Users	Board Completed Count	Personal Completed Count	Configure Assessment	Email Users	View User Participation	Print Assessment
Open	01/30/2014	Completed	Completed	Completed	Completed	Completed	1	0	0				

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Iowa Hospital Association
100 East 22nd Ave, Ste 100

Once you have completed the configuration of the assessment you can now email all of the users, that were setup in the previous step, that the assessment is ready for them to complete the assessment. Simply, click on the “Email Users” link in the grid on the open assessment line and the system will automatically email your users with a link to complete the assessment. Your board members will not need to login, as the link will take them directly to the assessment welcome page. The email the board members will receive will look like this.



VIEW ASSESSMENT PARTICIPATION

The grid below show all of your previous survey history. If you are ready to begin a new assessment, click the link below.
 NOTE: Starting a new assessment will stop any progress on the currently open survey.

[Create New Assessment](#)

Survey Status	Date Created	Board Composition Section Status	Trustee Support Section Status	Procedures Section Status	Scope Section Status	Personal Section Status	Total Users	Board Completed Count	Personal Completed Count	Configure Assessment	Email Users	View User Participation	Print Assessment
Open	01/30/2014	Completed	Completed	Completed	Completed	Completed	1	0	0				

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 Iowa Hospital Association
 100 East Second Ave., Ste. 1100

Once you have emailed all of your board members that the assessment is ready, you can view the participation of your board members. Simply click on the “View User Participation” link. This will bring up a list of your board members that have not completed the assessments. You can email each user to remind them to complete the assessment by clicking on the “Email User” button next to the board members name. This will send an email just like the one sent when the assessment

[Return Home](#)

Participation Report

The following users have not completed the Board Assessment

Email	First Name	Last Name
Email User	Test	User

The following users have not completed the Personal Evaluation

Email	First Name	Last Name
Email User	Test	User

opens. It will contain a link for your board members to go directly to the assessment to complete. When you are finished viewing the participation, click on the “Return Home” link at the top of the page.

PRINT PDF OF ASSESSMENT

The grid below show all of your previous survey history. If you are ready to begin a new assessment, click the link below.
 NOTE: Starting a new assessment will stop any progress on the currently open survey.

[Create New Assessment](#)

Survey Status	Date Created	Board Composition Section Status	Trustee Support Section Status	Procedures Section Status	Scope Section Status	Personal Section Status	Total Users	Board Completed Count	Personal Completed Count	Configure Assessment	Email Users	View User Participation	Print Assessment
Open	01/30/2014	Completed	Completed	Completed	Completed	Completed	1	0	0				

Most Trusted Source for Hospital Data in Iowa
 Iowa Hospital Association
 100 East Second Ave., Ste. 100

If you have board members that do not have access to a computer or the internet, there is an option for you to print a PDF version of the assessment for them. Simply click the “Print Assessment” link on the open assessment. This will take you to a new page for you to print the General Board Assessment or the Personal Evaluation. Click on either of the links and the application will create a PDF version of the assessment. Below is a sample of the General Board Assessment. You can hand this out to your board members for them to complete. If you and your board members seek to keep this confidential, your board members can mail or fax the completed assessment to Texas Healthcare Trustees to enter the assessment responses for your board member, with their name and the hospital they are completing the assessment for. If you and your board members are not concerned about confidentiality, anyone at your facility can input the information through the website. To do so, login into the Board Assessment website with the board members email address. Follow the on-screen instructions to complete the assessment for them.

Select a Report Format:

-  Board Assessment
-  Personal Evaluation

Assessment Legend	
5	Strongly Agree
4	Agree
3	Disagree
2	Strongly Disagree
1	No Opinion
0	Does Not Apply

Note:

Some of the questions do not apply to all hospital boards due to statutory requirements. In those instances, please mark **"Does Not Apply"**.
 While a "yes" or "no" could answer some of these questions, we believe it is important to ascertain the feeling of the board on these subjects. Therefore, we ask that you use the scale provided. The scale definitions are provided at the top of the page.

5	4	3	2	1	0
<input type="radio"/>					
<input type="radio"/>					

The Board's Fiduciary Role

- Board members are expected to attend board meetings in order to conduct business and make informed decisions.
- Board members receive meeting notices, written agendas, minutes and other appropriate materials well in advance of meetings.

VIEW REPORTS

Survey Status	Date Created	Board Composition Section Status	Trustee Support Section Status	Procedures Section Status	Scope Section Status	Personal Section Status	Total Users	Board Completed Count	Personal Completed Count	Configure Assessment	Email Users	View User Participation	Print Assessment	View Reports
Open	01/20/2014	Completed	Completed	Completed	Completed	Completed	3	0	0					
Closed	11/21/2013	Completed	Completed	Completed	Completed	Completed	3	0	0					
Closed	11/20/2013	Completed	Completed	Completed	Completed	Completed	3	2	2					View Reports
Closed	06/20/2012	Completed	Completed	Completed	Completed	Completed	3	1	0					
Closed	09/14/2011	Completed	Completed	Completed	Completed	Completed	3	1	1					
Closed	09/01/2011	Completed	Completed	Completed	Completed	Completed	3	0	0					
Closed	09/01/2011	Completed	Completed	Completed	Completed	Completed	3	2	2					View Reports
Closed	01/04/2011	Completed	Completed	Completed	Completed	Completed	3	2	2					View Reports

Once two or more of your board members have completed the assessment, you will be able to view the reports. Simply click on the “View Reports” link in the row of the assessment you would like to view. There are two report version. There is the “Board Report” and the “Board Report with Charts”. The “Board Report” is available as a PDF or in Excel. Both versions of the report have the same information and calculations. The only difference is that the “Board Report with Charts” has a graphical representation for each question. The reports show your board members response to each question, your hospitals score, your hospitals previous assessments score (if available), your peer score and the state score. The peer and state score looks at all responses with in the previous calendar year. For example, if you created your assessment on February 1, 2014, the peer and state score will calculate all responses between February 1, 2013 and February 1, 2014. The peer score looks at all hospitals that are in your Medicare class. For example, if you are a Critical Access Hospital, your peer score will calculate all scores for all Critical Access Hospitals that submitted in the previous calendar year. Below are examples of both version of the report.

Select a Report Format:

-  [Board Report \(PDF Version\)](#)
-  [Board Report \(Excel Version\)](#)
-  [Board Report with Charts \(PDF Version\)](#)

BOARD REPORT WITH CHARTS

Board Self-Assessment Report

09/25/2014

The Board's Fiduciary Role

Question	Response Scale/Weight						Score		Benchmark		<small>Scores are the Weighted Average of Responses: $(\# \text{ of SA} \times 5) + (\# \text{ of Agree} \times 4) + (\# \text{ of Disagree} \times 3) + (\# \text{ of SD} \times 2)$ Total Responses (omitting No Opinion & DNA) Larger Scores = Better Scores</small>
	Strongly Agree (5)	Agree (4)	Disagree (3)	Strongly Disagree (2)	No Opinion (1)	Does Not Apply (0)	Current Year Score	Previous Year Score	Peer Score	State Score	
Board members are expected to attend board meetings in order to conduct business and make informed decisions.	3	0	0	0	0	0	5.00	5.00	4.90	4.90	
Board members receive meeting notices, written agendas, minutes and other appropriate materials well in advance of meetings.	2	1	0	0	0	0	4.76	4.00	4.50	4.76	
The roles, responsibilities and authorities of the board members and officers, the CEO and the medical staff are stated in written documents.	2	1	0	0	0	0	4.67	4.00	4.38	4.66	
Per Board procedure, Board members are required to disclose possible conflicts of interest.	2	1	0	0	0	0	4.67	4.00	4.63	4.84	
The legal responsibilities and the potential liabilities of governance are clearly communicated to board members.	0	3	0	0	0	0	4.00	4.00	4.38	4.59	

*** No data submitted on this indicator from reporting hospital.