

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 with a gold nib. The document is white with some faint, illegible text. The background is slightly blurred, showing more of the person's shirt and tie.

# Board Self-Assessment Member 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.

## LOGGING INTO THE BOARD ASSESSMENT



The screenshot shows a web page for the 'Board Self-Assessment Website'. The main heading is 'Board Self-Assessment Website' with the subtitle 'An evaluation of hospital governing board performance'. Below this, a note states: '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.' On the right side, there is a 'Board Member' login section. It includes a welcome message: 'Welcome! Enter your email address below for system access.' followed by an 'Email:' label, a text input field, and an 'Enter' button.

**Board Self-Assessment Website**  
*An evaluation of hospital governing board performance*

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.

**Board Member**  
Welcome! Enter your email address below for system access.

Email:

The first time you login to the online assessment you can get in one of two ways. The first way is to click on the link that was provided to you in the email sent by the administrator saying the assessment is ready and providing instructions on how to complete the assessment. The second way is to enter the email address used by the administrator into the textbox in the above image.

## WELCOME SCREEN

This screenshot shows the initial 'Welcome to the Board Assessment' page. At the top is a navigation bar with links: Home, Account Info, IHA website, Contact Us, Suggestions, and Log Out. The main heading is 'Welcome to the Board Assessment'. Below this, it says 'Submitting Survey for: Hospital Association'. A red note states: 'NOTE: Your submission will be completely anonymous and will only be attached to your facility.' A blue link provides 'Click here for helpful information regarding the Board Self-Assessment'. The text informs the user that a survey is available and provides a blue link to 'Click here to submit your data'. At the bottom, two red error messages are displayed: 'Your Board Self-Assessment is Incomplete' and 'Your Personal Evaluation is Incomplete'. The footer identifies the site as the 'Most Trusted Source for Hospital Data in Iowa' by the 'Iowa Hospital Association'.

Home Account Info IHA website Contact Us Suggestions Log Out

# Welcome to the Board Assessment

Submitting Survey for: Hospital Association

NOTE: Your submission will be completely anonymous and will only be attached to your facility.

[Click here for helpful information regarding the Board Self-Assessment](#)

There is a survey available for you to complete. Click on the link below to submit your Board Self-Assessment.

[Click here to submit your data](#)

✖ Your Board Self-Assessment is Incomplete

✖ Your Personal Evaluation is Incomplete

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

The image shown above is what your home page will look like in the board assessment. If you are interested in getting more information about the board assessment program click the “Click here for helpful information regarding the Board Self-Assessment” link. When you are ready to start submitting data click the “Click here to submit your data” link. This will take you to the Board Self-Assessment. Once you are done filling out the assessment click the finish button. If you get started with the assessment and are unable to finish or go away from your desk make sure you click the save button so nothing happens to the work you have already completed. Once you click the finish button you will be directed to a personal assessment. The same rules regarding saving apply to this page also. Once you finish the personal assessment you are done for the year. Once you are complete both surveys the following image shows you what your screen will look like:

This screenshot shows the same 'Welcome to the Board Assessment' page after completion. The navigation bar and heading remain the same. The 'Submitting Survey for:' field still shows 'Hospital Association'. The red note and the helpful information link are still present. The text now says 'Thank you for completing the Board Self-Assessment. Your participation is greatly appreciated.' The blue link to 'Click here to submit your data' is still there. At the bottom, two green checkmark messages are displayed: 'Your Board Self-Assessment is Complete' and 'Your Personal Evaluation is Complete'. These two messages are circled in red. The footer remains the same.

Home Account Info IHA website Contact Us Suggestions Log Out

# Welcome to the Board Assessment

Submitting Survey for: Hospital Association

NOTE: Your submission will be completely anonymous and will only be attached to your facility.

[Click here for helpful information regarding the Board Self-Assessment](#)

Thank you for completing the Board Self-Assessment. Your participation is greatly appreciated.

[Click here to submit your data](#)

✔ Your Board Self-Assessment is Complete

✔ Your Personal Evaluation is Complete

Most Trusted Source for Hospital Data in Iowa  
Iowa Hospital Association

## TAKING THE ASSESSMENT

The screenshot shows a web browser window with the URL <http://boardassessment.ihonline.org/User/Assessment.aspx?Asses>. The page has a navigation bar with links: Home, Account Info, IHA website, Contact Us, Suggestions, and Log Out. The main heading is "Board Assessment". Below the heading are two buttons: "Print Assessment" and "Return Home". A paragraph of text explains that some questions do not apply to all hospital boards and provides instructions on how to handle such cases. An "Assessment Legend" box on the left lists the response scale: 5 - Strongly Agree, 4 - Agree, 3 - Disagree, 2 - Strongly Disagree, 1 - No Opinion, and 0 - Does Not Apply. A button on the right says "Click here at any time to save progress". The main content area is titled "The Board's Fiduciary Role" and contains 10 numbered questions, each with a set of radio buttons for the response scale.

Home Account Info IHA website Contact Us Suggestions Log Out

# Board Assessment

[Print Assessment](#) [Return Home](#)

Some of the questions do not apply to all hospital boards due to statutory requirements. In those instances, please mark "question 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, you can also hover over a radio button and the definition will be displayed.

**Assessment Legend**

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

[Click here at any time to save progress](#)

### The Board's Fiduciary Role

<input type="radio"/> 5 <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 <input type="radio"/> 0	1. Board members are expected to attend board meetings in order to conduct business and make informed decisions.
<input type="radio"/> 5 <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 <input type="radio"/> 0	2. Board members receive meeting notices, written agendas, minutes and other appropriate materials well in advance of meetings.
<input type="radio"/> 5 <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 <input type="radio"/> 0	3. The roles, responsibilities and authorities of the board members and officers, the CEO and the medical staff are stated in written documents.
<input type="radio"/> 5 <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 <input type="radio"/> 0	4. Per Board procedure, Board members are required to disclose possible conflicts of interest.
<input type="radio"/> 5 <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 <input type="radio"/> 0	5. The legal responsibilities and the potential liabilities of governance are clearly communicated to board members.
<input type="radio"/> 5 <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 <input type="radio"/> 0	6. Board members are protected against the potential liabilities of governance through indemnity arrangements, insurance and other measures.
<input type="radio"/> 5 <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 <input type="radio"/> 0	7. The board oversees a compliance plan that ensures policies and procedures are in place in the following areas:
<input type="radio"/> 5 <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 <input type="radio"/> 0	7.1. Governance (i.e., operating in accordance with the organization's purpose, conflict of interest disclosures, code of conduct including confidentiality).
<input type="radio"/> 5 <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 <input type="radio"/> 0	7.2. Human Resources (i.e., nondiscrimination, harassment, ADA, FMLA).
<input type="radio"/> 5 <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 <input type="radio"/> 0	7.3. Fraud and Abuse (i.e., Stark Law, Anti-kickback Statute, False Claims Act).
<input type="radio"/> 5 <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 <input type="radio"/> 0	7.4. If applicable, tax exempt status (i.e., audit procedures, review of 990, review of executive compensation).
<input type="radio"/> 5 <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 <input type="radio"/> 0	7.5. If applicable, public hospital statutes (i.e., open meetings, open records, conflicts of interest).
<input type="radio"/> 5 <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 <input type="radio"/> 0	8. Custom Question #1
<input type="radio"/> 5 <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 <input type="radio"/> 0	9. Custom Question #2
<input type="radio"/> 5 <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 <input type="radio"/> 0	10. Custom Question #3

The image above is an example of what the entire assessment will look like. Select an answer for each question based on the legend at the top of the web page. At any time if you must exit the program make sure you select the save button. When you finish the questions click the finish button and you will be redirect to the personal assessment. Once you finish the personal assessment you will be done for the year. The total time for both assessments is on average 30-45 minutes.