



Governance Practices Checklist

A Guide for Assessing the Value of
governWell™ for your Board

governWell™
Better governance. Better healthcare.

About governWell™

governWell™ includes 11 modules that provide you with everything needed to advance the board's knowledge, skills, structure, practices and capacity for success in this transforming and increasingly changing environment. All materials are customizable, and easy to adapt to meet your organization's unique needs.

learnWell - Equip your board to be a knowledge asset.

guideWell - Set standards that will help prevent problems and manage risk exposure.

retreatWell - Make the most of high-value time spent in retreats.

affiliateWell - Assess the wisdom of strategic affiliation.

recruitWell - Align board experience, expertise and diversity with your leadership needs

taskWell - Empower greater governance effectiveness.

leadWell - Plan ahead for smooth leadership transitions

measureWell - Measuring your organization's performance is essential to success.

orientWell - Build a strong foundation for new trustee success.

assessWell - Discover your board's "governance gaps" and drive "governance gain."

compareWell - Hospital boards to not become excellent by chance.



Using this Document

Review the list of tools and resources included in governWell™ on the following pages, and identify where your board needs help by checking each relevant box. More information about governWell™ and its contents is available at www.governwell.net.

Where Does Your Board Need Help?

| | Your Board | Included in governWell™ |
|---|--------------------------|-------------------------------------|
| Governance Knowledge-Building (<i>LearnWell</i>) | | |
| Recorded governance education programs on-demand, or for quick use or formatted in Microsoft PowerPoint® with presentation points for customization according to your needs | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| The board's fiduciary responsibility | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Mission, values and vision | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Strategic planning | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Board/CEO relationships | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Governance practices and performance assessment | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Quality and patient safety | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Becoming a community-centered board | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Governance "never events" | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Improving governance performance | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Leadership habits of highly effective governing boards | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| White papers on over 75 topics, including categories such as | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Boardroom basics | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| General governance improvement | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Current health care trends and issues | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Quality and patient safety | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Board/CEO relationships | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Community connections | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

| | Your Board | Included in governWell™ |
|---|--------------------------|-------------------------------------|
| "Critical Questions" boards need to be able to answer, including: | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| What is the board's fiduciary duty? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| What is the difference between the hospital's mission, values and vision? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| How does the board ensure that quality is truly job one? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| How does the board ensure the right issues are discussed? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| How does the board ensure strong and effective executive leadership? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| What is the board's responsibility for planning for the future? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| How can the board be visionary in an era of uncertainty? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| How to hold the board accountable | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| What's the board's role in building trust and community connections? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| How does the board ensure strong partnerships with the medical staff? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| How should the board gauge the hospital's financial performance? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| What does it mean to be an effective advocate for your hospital? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| How does the board ensure successful leadership for tomorrow? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| How does the board ensure growth in leadership knowledge? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| How does the board keep conflict out of the boardroom? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| What are the most prominent health needs in your community? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| What is the board's responsibility for ensuring the best care for all? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| What is community benefit, and what's the board's role? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| What is population health? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| What is the board's responsibility for a positive workplace culture? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| What is the board's accountability for the organizational structure? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| What should the board know about new payment structures? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Where Does Your Board Need Help?

| | Your Board | Included in governWell™ |
|---|--------------------------|-------------------------------------|
| Trustee Succession Planning <i>(RecruitWell)</i> | | |
| Overview of the governance succession planning process | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Sample trustee candidate profile | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Sample trustee application and candidate assessment form | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Sample governance skills and experience matrix | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Sample board member job description | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Sample board chair job description | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Trustee Orientation Materials <i>(OrientWell)</i> | | |
| Comprehensive governance manual, including trustee roles and responsibilities, governance accountabilities, health care trends, and other relevant information for building high-performance governance | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| CEO Succession Planning <i>(LeadWell)</i> | | |
| Overview of the CEO succession planning process | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Sample CEO job description | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Sample CEO candidate profile and CEO interview and assessment form | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| CEO onboarding strategies | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Map of respective board and management responsibilities | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Governance Practices and Performance Assessment *(AssessWell)*

| | Your Board | Included in governWell™ |
|---|--------------------------|-------------------------------------|
| Easy-to-use board assessment tool including criteria for the board to consider in the areas the board should evaluate its performance | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Sample e-mail correspondence to communicate the process | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Sample assessment criteria for governing board committees | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Sample peer assessment criteria | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Examples of completed report formats | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Sample press release to communicate results and next steps | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Ways to use the results to plan for governance improvement | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Governance Best Practices *(CompareWell)*

| | Your Board | Included in governWell™ |
|---|--------------------------|-------------------------------------|
| Comparison of your board structure, composition and performance to boards across the U.S. | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Governance Report Card *(MeasureWell)*

| | Your Board | Included in governWell™ |
|--|--------------------------|-------------------------------------|
| Customizable "scorecard" with a comprehensive range of suggested performance indicators for the board to review (such as quality and patient safety, patient satisfaction, financial indicators, etc.) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Retreat Materials *(RetreatWell)*

| | Your Board | Included in governWell™ |
|--|--------------------------|-------------------------------------|
| Sample pre-retreat survey to prepare board and leadership thinking | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Sample retreat break-out group questions | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Sample retreat planner | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Sample retreat agenda | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Sample retreat evaluation form | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Where Does Your Board Need Help?

| Your Board | Included in governWell™ |
|------------|-------------------------|
|------------|-------------------------|

Governance Policies and Procedures (GuideWell)

Sample policies and procedures, including Form 990-related policies

| | | |
|--|--------------------------|-------------------------------------|
| Board meeting documentation | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Charity Care | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Conflict of interest | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Debt collection | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Document retention and destruction | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Executive compensation | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Expenses and reimbursement | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Form 990 review | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Gift acceptance | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Joint venture | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Public disclosure | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Whistleblower protections | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Board education | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Board meeting conduct and role of board committees | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| CEO expectations and performance | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Complaints review and disruptive behavior in the workplace | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Donor recognition | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Investments | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Organizational communication | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Safe hospital environment | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Selection of external auditors | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

| Your Board | Included in governWell™ |
|------------|-------------------------|
|------------|-------------------------|

Committee Charters (TaskWell)

Sample committee charters for committees, including

| | | |
|-------------------------------|--------------------------|-------------------------------------|
| Executive committee | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Strategic planning committee | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Finance committee | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Governance committee | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Quality committee | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Compensation committee | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Audit committee | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Community relations committee | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Ethics committee | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Affiliation and Partnership Materials (AffiliateWell)

| | | |
|--|--------------------------|-------------------------------------|
| Sample strategic affiliation planner, outlining potential alternatives and steps | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Sample surveys of the board, medical staff, employees and community | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Sample affiliation request for proposal (RFP) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

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