

Eliminating Harm, Improving Patient Care: A Trustee Guide is a tool for all trustees to use as they work to improve quality for their patients and communities. The video modules are intended to guide trustees through thinking about a number of key areas as they engage in quality improvement work. This discussion guide is designed to be used as a tracking tool for trustees as they prepare to watch each video, make notes and then discuss the key take-aways.

Module 1 – Importance of Ongoing Board Education

Pre-viewing Questions

1. Does the board have a formal education and/or training process?

2. How often does the board assess knowledge and competencies of board members?

3. How does the board address education around new or emerging issues?



KEY TAKE-AWAYS

- Boards must be willing to engage with uncertainty and change.
- Boards should engage in generative thinking.
- Assess the knowledge of board members and identify areas for needed education.
- Boards should engage in educational activities that could include hearing from topic experts, reviewing relevant literature or tools, participating in training and engaging in a self-assessment process.

Please see accompanying self-assessment tool

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Module 2 – Boards Can Influence Quality Through a Focus on Population Health

Pre-viewing Questions

1. Does the board review the community health needs assessment and engage in setting community health priorities?

2. Does the board review readmissions rates and know what efforts are being made to improve quality and overall health through strengthening transitions of care?

3. Is the board actively involved in fostering community partnerships to advance health?



KEY TAKE-AWAYS

- Boards must be educated about the social determinants of health present in their communities and understand how they impact health and quality.
- Hospital boards can be instrumental in developing and strengthening community partnerships.
- Boards can support efforts to employ next-generation strategies to improve both community and population health that will keep people healthy and out of the hospital, as well as improve quality outcomes.

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Module 3 – Clinical Engagement is Crucial to Improving Quality

Pre-viewing Questions

1. Does your board include clinical representation?

2. Does your board have a quality committee? Is your quality committee chaired by a clinician?

3. Who beyond a CMO or CNO engages or reports to the board? Do department leaders ever report quality efforts at board meetings?



KEY TAKE-AWAYS

- Boards and hospital/health system leadership should engage in on-going communication with clinicians about quality – both in terms of setting priorities, as well as monitoring progress.
- Boards should include representatives with clinical competencies to help guide and track performance improvement.
- Beyond the CMO and CNO, boards should consider inviting clinical department managers to report quality improvement efforts (either at board meetings or with a board member participating in leadership rounding).

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Module 4 –The Importance of Patient and Family Engagement in Improving Quality

Pre-viewing Questions

1. Do you have an active patient and family advisory council that participates in your organization’s improvement efforts?

2. Does your patient and family advisory council help guide quality improvement interventions and patient education?

3. How often does this advisory committee report directly to the board?



KEY TAKE-AWAYS

- The patient voice must be heard in the boardroom; hearing from patient and family advisors must be a regular part of board meetings.
- Patients and families can offer important insights about the care process and identify opportunities for interventions and process improvement.
- Patient, family and community advisors can be used to test educational materials and improve practices and services both within the hospital and community.

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