

# A Novel Approach to Getting Boards on Board

## The Problem

The Institute of Medicine has stated that the governance function of healthcare entities needs to fully understand and accept accountability for patient safety and clinical quality. However, few members of governance are familiar with this topic matter

## Aim/Goal

Educate the governance of our institution with regards to the imperative for clinical quality and safety, and governance responsibility for that imperative

## The Team

- Paul Levy, Chief Executive Officer
- Kenneth Sands, MD, Senior Vice President for Health Care Quality
- Eric Buehrens, Chief Operating Officer
- Dianne Anderson, Senior Vice President, Clinical Operations
- Stephanie Huang, Chief of Staff, Office of the President.

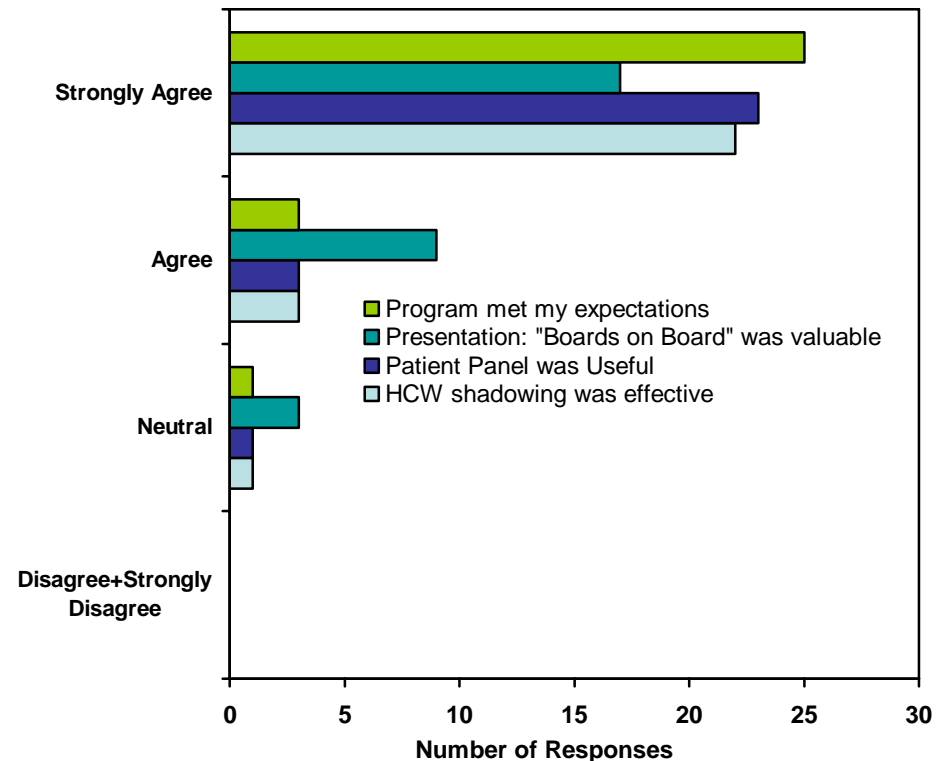
## The Interventions

We created a unique, 1.5 day curriculum for our Board of Directors and members of the Board Committee on Quality. Key elements of the curriculum included:

- 1) An experience for each board member shadowing a health care worker as they performed their job.
- 2) Group Discussion of the shadowing experience
- 3) Facilitated Session with a panel of 3 patients who had had both positive and negative experiences at the institution.
- 4) Overview of justification for getting Boards on Board, and approach at other institutions, facilitated by a nationally prominent expert.

## The Results...

Responses to a post-event survey were extremely favorable. For each major component of the program there was no negative feedback and most individuals responded "strongly agree to the usefulness of each element. :



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