

# Raising the Bar on Healthcare Governance

## GAP ANALYSIS

South West  
Local Health Integration Network

# GAP ANALYSIS

Board Role Responsibilities	Rate 1-5
Developing direction (mission, vision, values)	
Ensuring effective Structure and Policies	
Hire, mandate, evaluate, reward – ED/CEO	
Oversight of operations (quality and performance)	
Financial oversight and stewardship	
Risk identification and oversight	
Stakeholder communication and accountability	
Functioning as an effective governing body	

# GAP ANALYSIS

<b>Contributing Factors to Board Performance</b>	<b>Rate 1-5</b>
Is your board an optimal size with a mix of skills, knowledge and diverse perspectives?	
Do directors demonstrate commitment - attending meetings, taking responsibility and following through?	
Is there a solid governance and organizational orientation for new directors?	
Is there a robust constructive culture on your board and an effective chair presiding?	
Does your board have effective agendas (topics and time), good meeting processes and effective board policies?	
Does your organization have open communication and a good reporting system so sufficient and timely information comes to the board?	
Is there clear delegation of expectations to board committees and the Executive Director/CEO with authorities as appropriate?	

# GAP ANALYSIS

## Culture

Does your organization have a method for assessing quality and safety culture?

Is your Board actively involved in setting clear goals and objectives to reduce harm?

Are clients/patients and families involved in their care and decisions about their care?

Does your organization have policies and procedures in place to address the development of a just culture?

Are patient/client stories about harm or quality issues a part of every Board meeting (either in person, by video, or as told by clinicians)?

Discuss and record 1-2 changes you will consider making to enhance your organization's patient/client safety culture

---

---

---

---

---

---

---

---

---

---

---

# GAP ANALYSIS

## Quality Plan

Does your organization have a Quality and Safety Plan? If so, does it align with the Strategic Plan?

Has your Board established and adopted high level aims articulated in “how much, by when, as measured by” terms?

Does your Operating Plan align with your Quality and Safety Plan to ensure that adequate resources are allocated to quality and safety initiatives?

Does your Quality Plan include investments in decision support/information technology, capability building and other enablers, in addition to priority initiatives that drive client outcomes?

To the extent possible, has your organization aligned incentives to achieve results?

Discuss and record 1-2 changes you will consider making to enhance your organization's Quality Plan, or the first couple of steps you will take if you don't already have a Quality Plan created.

---

---

---

---

---

---

---

---

---

---

---

# GAP ANALYSIS

## Measurement and Information

Does your Board monitor quality and safety performance indicators on at least a quarterly basis?

Are all your Board members able to describe how your scorecard demonstrates the organization's progress in meeting key quality and safety targets?

Does your Board know what questions to ask of management about the results on the scorecard?

Are the indicators included in the scorecard tied to the organization's priorities?

Does your Board know how the organization's results compare with provincial and national averages? To the top 10<sup>th</sup> percentile provincially and nationally?

Are both positive and negative results on indicators shared with your Board?



Discuss and record 1-2 changes you will consider making to your Board's approach to monitoring key metrics for quality and safety.

---

---

---

---

---

---

---

---

---

---

---

# Action Plan - Summary

---

---

---

---

---

---

---

---

---

---

---