



WEBINAR

The Board's Evolving Role in Quality Oversight and Patient Experience

This webinar will focus on providing practical suggestions and straightforward ideas to enhance your board's effectiveness in this area. No matter where your board currently is on its journey, this webinar will have something for you.

Date: **Tuesday, November 19, 2019**

Time: **10:00 – 11:00 a.m. CT**

Speakers: Karma Bass and Brad Clarke | Via Healthcare Consulting

Learning Objectives

- At the conclusion of this session, participants will be able to:
- Discuss the importance of patient experience as a part of quality oversight.
- Identify what to look for in a board-level quality dashboard.
- Explain why some boards choose to have a quality committee while others work as a “committee of the whole.”
- Discuss the importance of effectively engaging physicians in the board's quality oversight journey.
- Give examples of where to look for new board members who can add quality oversight expertise to the board.
- List quality-related questions boards should be asking.
- Identify when to drill deeper into quality metrics and when it's okay to rely on the expertise of staff.

Target Audience

Hospital trustees, board members.

Cost

\$195 per connection for NHA members. \$390 per connection for non-members.

Note: The fee is for one phone line with unlimited participants. For example, 10 employees can participate for only \$19.50 each.

Speaker Bios

Karma Bass has been a sought-after speaker, facilitator and consultant with deep-change to extensive knowledge in governance, strategic planning, philanthropy, health care policy, and board effectiveness. Previously, she spent 10 years at the Governance Institute. Brad Clarke has over 15 years of experience working with managed care and nonprofit organizations in both the United States and New Zealand. Having recently joined the Via Healthcare Consulting team, Brad previously held leadership roles in corporate compliance, quality improvement and workforce development. He draws on this experience in supporting process improvement, navigating increasingly complex regulatory requirements and the development of governance work plans. The speakers have no real or perceived conflicts of interest that relate to this presentation.

Course Curriculum

The United States' health care delivery system is undergoing an unprecedented transformation and experiencing a fundamental shift in how care is delivered and paid for in this country. In light of this shift, hospitals and health care systems across the country are looking to transform their organizations. Among the many areas of change, organizations are increasingly focusing their attention on quality, patient safety and patient experience.

While most hospital and health system boards recognize the importance of quality oversight in fulfilling their fiduciary and governance responsibilities, recognizing this responsibility and being comfortable in carrying it out are two very different experiences. Determining how best to leverage board assets in quality oversight, and the distinction between governance and management are common concerns. Our speakers will walk you through what board members need to know about these mission-critical responsibilities, and how creative boards are responding to the rising challenges.