The Board's Evolving Role in Quality Oversight

WEBINAR

Feb. 23, 2016

1 – 2 p.m.

NJHA Members: $159   Non-Members: $199

OVERVIEW:

By now, most hospital and health system boards have recognized the importance of quality oversight in fulfilling their fiduciary and governance responsibilities. But recognizing this responsibility and being comfortable in carrying it out are two very different experiences. Across the country, boards privately grapple with determining which information they should be looking at, understanding how their organization's quality reports fit into the big picture of board oversight and worrying that they don't know what they don't know.

Join us for an informative and practical webinar exploring how successful boards have taken on quality oversight. Karma Bass and Erica Osborne will walk you through real-world examples of boards who have become more savvy and effective at this crucial governance responsibility. 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.

OBJECTIVES:

- What to look for in a board-level quality dashboard;
- Why some boards choose to have a quality committee while others choose to work as a committee of the whole;
- How to effectively engage medical staff physicians in the board's quality oversight journey and pitfalls to avoid;
- Where to look for new board members who can add quality oversight expertise to the board; and,
- When to drill deeper into quality metrics and when it's okay to rely on the expertise of staff.

FACULTY:

Over her 20-year career, **Karma Bass,** FACHE, has been a sought-after speaker, facilitator, and consultant with deep knowledge and experience in governance, strategic planning, philanthropy, health care policy and board effectiveness. Before joining Via Healthcare Consulting, she worked with ACCORD LIMITED, a Chicago-based consulting firm. She also spent two years as president and CEO of Alliance Healthcare Foundation in San Diego, CA, where she reported to an independent, 11-person not-for-profit board. Notably, Bass spent 10 years at The Governance Institute holding various positions including vice president of membership services and director of research and publications. During her time at The Governance Institute, she oversaw the prestigious biennial hospital governance practices survey tracking trends in nearly 5,000 U.S. hospitals and health systems.

During three years at the Hospital Council of San Diego and Imperial Counties, she facilitated the first ever collaborative community health needs assessment for San Diego's 32 hospitals, responding to the then newly-implemented California Hospital Community Benefit law, SB 697. Her experience gives her a uniquely valuable perspective as a consultant to hospital and health systems boards today.

Erica Osborne has more than 15 years' experience in the health care field. Her areas of expertise include health services research, non-profit governance education, philanthropy and project management. Prior to joining Via Healthcare Consulting, she spent two years at Alliance Healthcare Foundation managing and administering the foundation's $1 million Innovation Initiative and was responsible for overseeing the redesign of the grant-making process including the transition to an online application. Osborne also worked at The Governance Institute holding several positions in their member relations, conference services and research and publications departments. During her time there, she was responsible for creating topical seminar brochures, engaging speakers for lecture series and editing health care industry publications.

Osborne holds a master's degree in public health administration with a focus in health services administration from San Diego State University and was a finalist for the Graduate School of Public Health's John J. Hanlon award.

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GENERAL INFORMATION

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- Participants will access the Webinar with the e-mail address provided at the time of registration.

- HRET/NJHA staff reserve the right to refuse participation if payment is not received in full prior to the commencement of the program.

- **Infinite** is the Webinar provider for this event. Contact your organization's IT Department prior to the start of the event to assure the organization's network is equipped to run the application necessary to view this Webinar.

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- **Registration and payment inquiries** - contact 609-275-4180 or HRETEducation@njha.com

- Program inquiries - contact Nancy Winter at nwinter@njha.com

CANCELLATION POLICY

- To cancel your attendance for any reason, NJHA requests a notice of cancellation 48 hours prior to the start of each Webinar. E-mail: HRETEducation@njha.com or phone: (609) 275-4180.

- Cancellations must be received by 4 p.m., Feb. 19 and will receive a refund minus a $50 administrative fee.

- No refunds will be issued after the deadline.

- Registrants unable to participate may transfer their enrollment to an alternate participant from the same organization. Alternate participants must be registered with HRET-NJ by 12 noon on Feb. 22. Their contact information should be forwarded to HRETEducation@njha.com and include the program number (EDU 1648W) in the subject line of the e-mail.

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Location:	Webinar
Fee:	☐ NJHA Member: $159/person ☐ Non-Member: $199/person
Seminar:	EDU 1648W

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