

“Go To” Questions for Governance Review during Operational Site Visit

Below is feedback from an OSV governance reviewer regarding her “go to” questions to ask board members during the OSV meeting with the board. While these questions represent one reviewer, other reviewers also have addressed questions similar to the ones below regarding, among other things: (1) the CEO evaluation; (2) board review of financial information; (3) quality assurance/improvement; (4) the strategic planning process; (5) board composition issues; and board’s role in the change in scope process.

- How do you recruit board members?
- How do you handle disagreements on the board?
- What services can you envision to add for the future?
- Has the nominal fee affected patients being seen? Has anyone been stopped on the street and talked about it?
- Have you noticed any changes on the patients with the ACA implementation?
- What is your no show rate? On average how many patients seen per day?
- What financial information do you receive? Do you feel that you are making appropriate decisions based on the information presented?

- Tell me about:
 - Some clinical/dental practices that you’ve been doing that have helped with improving care (note: the information provided should be generally consistent with information reflected in the QA/QI committee minutes).
 - The CEO’s performance evaluation.
 - If the CEO is new, tell me how you recruited him/her
 - If the CEO has been there for years, is there a succession plan
 - The strategic plan – where do you see yourselves in the next 1, 3, 5 years? ~
 - What you envision for your FQHC, if you had unlimited resources.

Based on bylaws and minutes, the reviewer may pick out certain events to discuss. For example, if the health center closed or opened a clinic, or changed hours, he/she may ask "How did you make the decision to change the operation of the clinic?"

- Composition issues
 - Service area: “I noticed that you are in (how many counties) and yet there isn't a board member that represents that county or service area? Have you thought about recruiting? Why do you think it would be a good thing to have someone from there?”
 - Demographics – is there reasonable representation of the patients and if not, the reviewer may discuss recruitment