

NDDH QI Committee Minutes: October 15, 2018 (Final, approved 11/12/18)

Meeting called to order at 2:10 p.m.

1. Attendance: Delpha Very, Elaine Lippke, Arvind Shaw, Luther Thurlow, and Susan Starkey

2. Motion made by A. Shaw and seconded by E. Lippke to approve the Minutes of the August 13, 2018 meeting. Three occurrences of Lippkee to be changed to Lippke. Motion passed.

3. 2018 BOH Survey

Discussed the response rate of only 61% as well as the Results Report that listed the average/mean scores—almost all of which were 3/Average or above and the Tally Sheet that showed the number of respondents selecting each score/value. There was some concern about items scored:

- Not Sure:
  - I believe NDDH's programs are reaching everyone they were intended for.
    - The committee noted that Board members are provided information about programs in Board reports, at meetings and at receptions and concluded that there may be better or additional means of sharing information about programs.
  - I believe NDDH actively solicits input from clients and the community.
    - It was noted that Satisfaction surveys are given at educational events. S. Starkey suggested considering elected officials as our main customers over the next year and scheduling meeting with DoH, Town Representative and Town CEOs to discuss NDDH in general and our shared concerns including complaints and emergency preparedness.
- Fair: only occurred twice.

Three items were identified as focus areas for improvement because they were rated as "Average" by six or more respondents.

- I believe all necessary skills and diversity are represented on the Board.
  - The Committee recognized that this has been a focus area of the QI committee over the past year resulting in the creation of a *Board Member Recruitment Guide for Appointing Authorities* and a List of Board and Committee Responsibilities—both of which were discussed at the June 2018 Board meeting. It was suggested that the Board should be reminded of these efforts at the November meeting.

- I believe all necessary skills and diversity are represented on the Board.
  - It was acknowledged that Strategic Plan reports at Board meeting have been limited in length (at Board request) and agreed that Strategic Reporting at Board meetings should be improved to make the Board aware of progress towards goals and objectives and to make sure that all operations and Board activities are aligned with our strategic priorities.
- I believe the roles of the Board of Directors and the Director of Health are well defined and respected.
  - Discussed whether there is sufficient delineation of roles versus whether there is sufficient respect or clear definitions. This was identified as the question that should be brought to the Board for further discussion.

Additionally, the Committee discussed the mixed responses to the questions regarding:

- Training:
  - FOI training takes a lot of time; it might be done by Town or by Board members on their own. It is the responsibility of the Chair to ensure that Board members comply with FOI laws.
- Retreat:
  - After reviewing the Survey results, the Committee Recognizes the need for a Board retreat for the purpose of discussing or interpreting the Board Survey results.
- Term Limits:
  - This will be decided by Board when considering the NDDH By-laws at the November 2018 meeting.
- Meetings:
  - It appears that shorter meetings with more discussions and shorter presentations are favored.

However, it was acknowledged that the survey participation rate was low, so these findings might not be an accurate reflection of overall Board members' opinions.

The Committee reviewed the nature of the Survey as a barometer of Board knowledge or attitude. Survey results can be used to identify opportunities to improve policies or to educate Board members.

4. Quality Improvement Program discussion: Tabled

5. Motion to adjourn by Luther Thurlow. Meeting ended at 3:40 p.m.