



*The first step in creating success is having a plan on how to get there.*

*When our patients judge us, they have two criteria: 1) can the provider meet my healthcare needs in a safety and effective way, and 2) can the provider create a great healthcare experience where I feel well cared for and deeply cared about.*



# Board of Trustees Planning Review

The challenges faced by a healthcare organization's board of trustees in this era of health care are much more difficult and complex. Over the past 50 years, the face of health care has evolved from an industry that was relatively straight-forward and simple to one where the complexities are almost too much to keep up with. The role and responsibilities of the average board have grown exponentially.

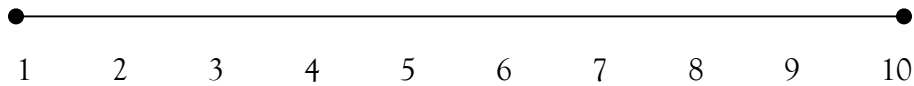
As part of the hospital's activities to plan for our future, the leadership would like to identify those issues and challenges that impact the board of the organization in managing its future. They also feel it is important to understand how some of the organization's key systems and relationships affect the board in its efforts to deliver high quality patient care. Your candor and suggestions in answering these questions will be greatly appreciated. The results will be collated into a report that will be reviewed at an upcoming strategic planning meeting.

This survey is designed to assure anonymity unless you would like the opportunity to discuss your responses in greater detail.

Please complete the survey and return it to Darlene Bainbridge in the attached envelope no later than \_\_\_\_\_.

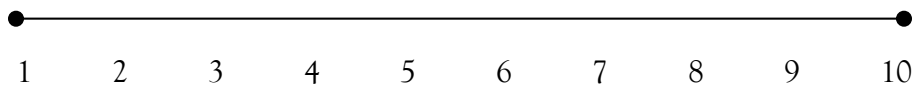
Thank you for your time and assistance.

1. On a scale of 1 to 10, with 1 being lowest and 10 being highest, to what extent are you satisfied with the board's activities in planning for the organization's future? (please circle your response)



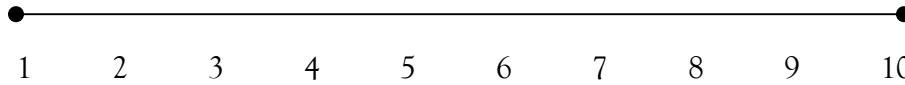
- What one thing about the planning activities that frustrates you the most?
- What one activity do you see as having the greatest potential to negatively impact the board's ability to see to the organization's future needs over the next three years?
- What one thing could have the greatest potential to positively impact the board's ability to see to the organization's future over the next three years?

2. On a scale of 1 to 10, with 1 being lowest and 10 being highest, how would you rate the current relationships among members of the board, medical staff and leadership in working together for the future of the organization? (please circle your response)



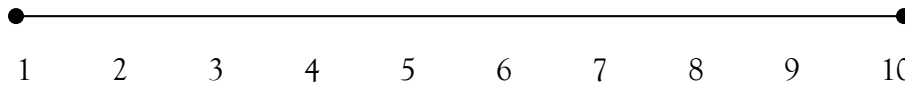
- What is the one thing that is most problematic in these current relationships and acts as a barrier to effectively planning for the organization's future?
- What is the one most important thing that the board could do to assist in strengthening these relationships?

3. On a scale of 1 to 10, with 1 being lowest and 10 being highest, how would you rate the current relationship between the medical staff and the board? (please circle your response)



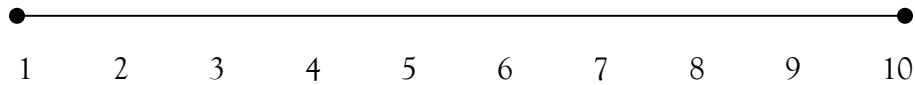
- What is the one most problematic thing in the current relationship between the medical staff and the board?
- What is the one most important thing the board could do to strengthen the relationship between the medical staff and the board?

4. On a scale of 1 to 10, with 1 being lowest and 10 being highest, how would you rate the current relationship between the board and management? (please circle your response)



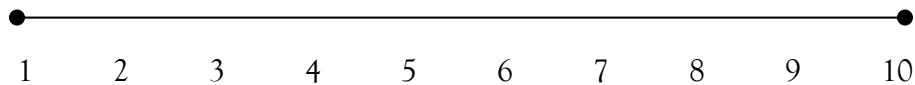
- What is the one most problematic thing in the current relationship between the board and management?
- What is the one most important thing the board could do to support strengthening the relationship between the board and management?

5. On a scale of 1 to 10, with 1 being lowest and 10 being highest, how would you rate the current relationship between the board and the community? (please circle your response)



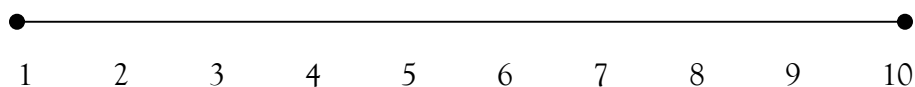
- What is the one most problematic thing in the current relationship between the board and the community?
  
- What is the one most important thing the board could do to support strengthening the relationship between the board and the community?

6. On a scale of 1 to 10, with 1 being lowest and 10 being highest, how would you rate the existing strategic plan?

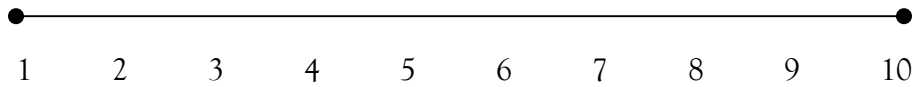


- What is the one most problematic thing in the existing strategic plan?
  
- What is the one most important thing that could be done to foster a better strategic plan?

7. On a scale of 1 to 10, with 1 being lowest and 10 being highest, how would you rate the quality of care delivered by the Organization?

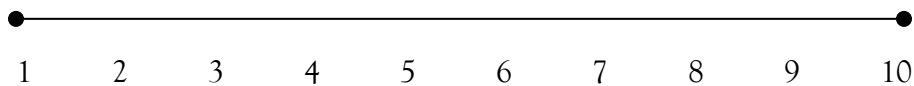


On a scale of 1 to 10, with 1 being lowest and 10 being highest, how do you think patients perceive the quality of care delivered at the Organization?



- What is the one thing that is most problematic in the quality of care delivered?
  
- What is the one most important thing the board could do to support improving the quality of patient care?
  
- What is the one strength, one weakness and one opportunity that people in the community mention to you most frequently?
  - Strength
  - Weakness
  - Opportunity

8. On a scale of 1 to 10, with 1 being lowest and 10 being highest, how would you rate the hospital overall?



- What is the one most important issue facing the hospital today?
  
- What is the one most important thing the board could do to position the hospital to have a stronger future?
  
- What are the three most important things we should talk about at the strategic planning retreat?
  - a.

b.

c.

Thank you for your time and assistance.