

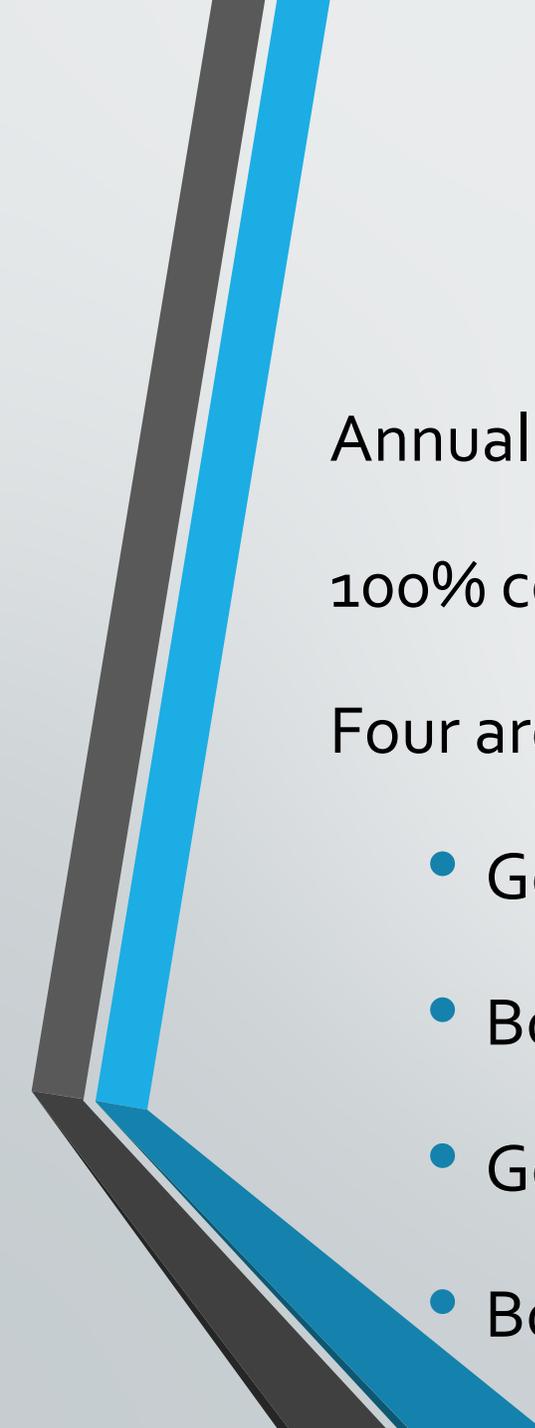


Health Service Board Annual Self-Evaluation FY 2019-20

Presentation of Results to Health Service Board

February 11, 2021

Presented by Holly Lopez, Board Secretary



The Process & Self-Evaluation Areas

Annual survey conducted in November and December 2019

100% completion rate

Four areas for evaluation:

- Governance Structure & Policies
- Board Member Interactions and Meeting Activities
- Goal-Setting and Communications
- Board's Interactions with Management

Executive Summary Highlights

- Improvements across all four areas of evaluation
- Overall improvement in one two areas, stabilization in one area and a decrease in one area.
- 36 questions total: 19 questions increased rating, 11 ratings decreased, 6 questions remained the same

Area for Evaluation	2019 Total Score	2020 Total Score
Governance Structure & Policies	4.2	3.8
Board Member Interactions and Meeting Activities	4.1	4.1
Goal-Setting and Communications	3.9	4.1
Board's Interactions with Management	4.1	4.3



Improvements in Areas of Concern & Focus Highlighted in 2019-20 Evaluation

- 2018-19 evaluation showed improvement in all areas of concern or focus identified in last year's evaluation
- Board Member's personal and group efforts to improve in these areas have had a positive impact overall.

Improvements in Areas of Concern & Focus Highlighted in 2018-19 Evaluation

Evaluation Section 1: Governance Structure and Policies

Statement	2018-19	2019-20
The Board orientation program met your expectations.	3.8	4.6

Evaluation Section 2: Board Member Interactions and Meeting Activities

Statement	2018-19	2019-20
The Board effectively manages Board Members who fails to act in accordance with policies	3.5	3.7

Score Decreases

- The average score shift is driven by a significant number of “strongly disagree” responses by one respondent. However, that respondent provided positive comments to the Board's work in the comments section. Therefore, the strongly disagree responses could have been an error in the respondent’s markings to the questions.

Area for Evaluation	2019 Total Score	2020 Total Score
Governance Structure & Policies	4.2	3.8



Governance Committee Planning and Next Steps for the Areas of Improvement

Evaluation of Governance Structure and Policies

→ Diversifying Education Resources

Notable Comments from the HSB Evaluation:

“Subject Matter Experts”

“More External Education Trainings”

Board Member Interactions and Meeting Activities

→ Offering an annual fiduciary responsibility review by Counsel

→ Creating a timeline of how the HSB will be involved in the future Request for Proposal Process

→ Providing Regular Strategic Plan updates at Board meetings

→ Providing Strategic Plan notation on Board agendas

Notable Comments from the HSB Evaluation:

“We need to do better at our fiduciary responsibilities to consider the cost to both members and employer”

“We are fiduciaries, first and foremost, and I hope reminders are continued.”

“The role of the HSB in the RFP process could have been better outlined as the RFP rolled out.”

“The HSB also continues to struggle with how the Five Areas of the Strategic Plan are being addressed by each item for action and how the actions further the implementation of this Strategic Plan.”

Goal Setting and Communication

- Offering an annual fiduciary responsibility review by Counsel
- Reviewing Communications Plan
- Creating key messages on Board webpages

Notable Comments from the HSB Evaluation:

“Whether we communicate to all parties is difficult to answer.”

“Not sure that we really know if there is specific or correct communication. Most of our communication would involve benefits and policies which must be communicated back to staff and to membership.”

“The communications seem strong. One thing to improve would be some broader communication about what the HSB does, since I don’t think most people know.”

Governance Committee Suggested Areas for Improvements

- Diversifying Board education resources
- Offering an annual fiduciary responsibility review by Counsel
- Creating a timeline of how the HSB will be involved in the future Request for Proposal Process
- Providing Regular Strategic Plan updates at Board meetings
- Providing Strategic Plan notation on Board agendas
- Offering an annual fiduciary responsibility review by Counsel
- Reviewing Communications Plan
- Creating key messages on the Board webpages



Governance Committee Suggested Areas for Improvement

HSB Self-Evaluation Tool Review

- Ensure the survey tool allow respondents to review answers before submitting
- Enable survey tool to send an email to confirm completion

Conclusion

Congratulations to the Health Service Board for:

- the progress it has made with areas of improvement identified in last year's evaluation
- its ongoing commitment to continuous improvement as evidenced by its commitment to annual self-evaluations