

1. Health Service Board 2019 Self-Evaluation Survey

INTRODUCTION

In accordance with the *Board Evaluation Policy*, Board members are required to annually complete the following survey.

INSTRUCTIONS

Please indicate the extent to which you agree with the statements made in this survey, using the following rating scale:

- 1 - Strongly Disagree
- 2 - Disagree
- 3 - Neutral
- 4 - Agree
- 5 - Strongly Agree

All Board members are strongly encouraged to provide a rating to each statement. At the end of each section, Board members are asked to provide comments and suggestion for improvements for any statements rated neutral, disagree, or strongly disagree. Board members are to respond to all the statements to the best of their abilities based on their amount of experience on the HSB.

2. Evaluation of Governance Structure and Policies

1. The Board has clearly defined the roles of all key parties.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

2. The roles that the Board has assigned to key parties match the expertise or experience of those parties.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

3. The Board orientation program met your expectations.

N/A

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

4. The Board's continuing education program equips its members with the knowledge they need to be effective.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

5. The Board has developed a comprehensive Board policy framework or manual.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

6. The Board receives the information and reports that are necessary to carry out its duties.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

7. Board meeting agendas adequately reflect policy matters that are consistent with the Board's role.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

8. Please comment on any of the statements in this section that you rated neutral, disagree, or strongly disagree. In addition, please suggest how the Board's performance can be improved.

3. Board Member Interactions and Meeting Activities

9. Board members are adequately prepared for meetings.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

10. Board meetings are well-organized.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

11. The Board focuses on policy and strategy in addition to operations.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

12. Board members understand when it is appropriate to act in a fiduciary role.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

13. All board members adequately contribute to discussions and deliberations.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

14. Board members are respectful of each other's ideas and opinions.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

15. Disagreements between Board members are handled professionally.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

16. The Board routinely adheres to its own policies.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

17. The Board effectively manages Board members who fail to act in accordance with policies.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

18. Board members accept the decisions of the Board, even if they did not vote in favor of them.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

19. The Board takes timely action to resolve problems when they arise.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

20. The Board carefully deliberates before taking action.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

21. Please comment on any of the statements in this section that you rated neutral, disagree, or strongly disagree. In addition, please suggest how the Board's performance can be improved.

4. Evaluation of Goal-Setting and Communications

22. The Board establishes suitable goals for the organization as a whole.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

23. The Board establishes suitable goals for Member Services.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

24. The Board communicates effectively to Plan members.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

25. The Board communicates effectively to staff.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

26. The Board communicates effectively to service providers.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

27. The Board communicates effectively to The City.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

28. The Board communicates with one voice to all parties.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

29. The Board instills trust among stakeholders.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

30. Please comment on any of the statements in this section that you rated neutral, disagree, or strongly disagree. In addition, please suggest how the Board's performance can be improved.

5. Evaluation of Board's Interactions with Management

32. The Board provides sound advice to management.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

33. The Board challenges management in a constructive manner.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

34. The Board provides valuable alternative points of view to management.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

35. The Board ensures management has the necessary financial and human resources to achieve the organization's goals.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

36. The Board creates an atmosphere in which management's ideas are genuinely welcome.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

37. The Board effectively evaluates the Executive Director's performance.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

38. The Board provides the Executive Director with helpful feedback to enhance future performance.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

39. Where feasible, the Board engages in effective management succession planning.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

40. The Board members are respectful of the opinions expressed by staff and management.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

41. Please comment on any of the statements in this section that you rated neutral, disagree, or strongly disagree. In addition, please suggest how the Board's performance can be improved.