



# Health Service Board Annual Self-Evaluation FY 2018-19

Presentation of Results to Health Service Board

February 13, 2020

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# 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

- Significant improvements across all four areas of evaluation
- 26 out of 40 statements showed score increases
- No outstanding issues surfaced from evaluation

Area for Evaluation	2017-18 Total Score	2018-19 Total Score
Governance Structure & Policies	4.0	4.2
Board Member Interactions and Meeting Activities	4.0	4.1
Goal-Setting and Communications	3.9	3.9
Board's Interactions with Management	4.0	4.1



## Improvements in Areas of Concern & Focus Highlighted in 2017-18 Evaluation

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

## Governance Structure and Policies

Statement	2017-18	2018-19
The Board orientation program met your expectations.	3.2	3.7

## Board Member Interactions and Meeting Activities

Statement	2017-18	2018-19
The Board takes timely action to resolve problems when they arise.	3.8	4.3
The Board carefully deliberates before taking action.	3.8	4.3

## Goal Setting and Communications

Statement	2017-18	2018-19
The Board communicates with one voice to all parties.	3.8	4.14

## Board's Interactions with Management

Statement	2017-18	2018-19
The Board provides sound advice to management.	3.8	4.14
The Board provides valuable alternative points of view to management.	3.8	4.14
The Board effectively evaluates the Executive Director's performance.	3.8	4.14

# Score Decrease Caused by Neutral Ratings

- Neutral ratings for statements regarding behaviors not observed resulted in some score decreases

Statement	2017-18	2018-19
The Board effectively manages Board members who fail to act in accordance with policies.	4.0	3.5

# Areas for Ongoing Improvement Based on Lower Average Scores

- Board orientation (3.7)
- Continuing education for Board members (3.6)
- Goal-Setting and Communications (general category: 3.9)
- Succession planning (3.7)
- Ensuring Management has adequate financial and human resources to achieve the organizations' goals (3.9)



# Notable Comments Regarding Board Orientation

“As a new Board member, I found the onboarding/orientation program combined with the manual particularly comprehensive, adequate, and thorough.”

“I am a long time member of the Board and not sure if the present orientation program is adequate.” Another Board member indicated, “I have not seen or been a part of the Board Orientation process since I joined the Board some years ago.”

# Comments Indicate Board Interest in Strategic Planning and Goal Setting

“Board meetings are a series of decisions that must be made. There has been no opportunity to discuss strategies, nor have we been invited into discussing strategies.”

“We get recommendations from the director and generally agree with recommendations. But I have not yet observed the Board actively providing direction. There has been no discussions about investment goals.”

# Notable Comments about Communication

“The Board is consistently unified and transparent with its goals, objectives, stakeholder and member outreach, staff relationships, interaction with the City, and communication with service providers.”

100% agreement that the Board communicates effectively to service providers

# 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