



# 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 Member's personal and group efforts to improve in these areas have had a positive impact overall.

## Evaluation Section 1: Governance Structure and Policies

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

## Evaluation Section 2: 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

## Evaluation Section 3: Goal Setting and Communications

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

## Evaluation Section 4: Board Member'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

# Governance Committee Planning and Next Steps for the Areas of Improvement: Board Orientation

- Board orientation (3.7) → Making the Board Orientation Materials available for all Board Members on Dropbox.

The Board Secretary will also offer a mid-Fiscal Year Orientation to the Board Members.

Notable Comments from the HSB Evaluation:

“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.”



# Governance Committee Suggested Areas for Improvement: Continual Education for Board Members

- Continuing education for Board members (3.6) → Presenting and planning educational forums throughout the year.

Commissioners also asked that the SFHSS Management team offer more educational information sessions throughout the year.

Notable Comments from the HSB Evaluation:

“...I have been impressed with outreach from the Executive Director’s office identifying relevant conferences and other learning opportunities to increase knowledge of matters related to the scope of the Board’s responsibilities.”

# Governance Committee Suggested Areas for Improvement: Board Member's Interest in Strategic Planning and Goal Setting

Goal-Setting and Communications (general category: 3.9) → Commissioners requested that there be more strategic planning opportunities made available during meetings and Board discussions.

The Board Secretary has begun adding descriptive language to the Board meeting agendas so that Board members can understand the connection between agenda items and larger goals/strategic SFHSS initiatives.

Governance Committee noted that there is an active investment policy. This policy was finalized in collaboration with the San Francisco Treasury Department in 2017.

Notable Comments from the HSB Evaluation:

"Board meetings are a series of decisions that must be made."

"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."

# Governance Committee Suggested Areas for Improvement: HSB Self-Evaluation Tool Review

- The Governance Committee Members agreed that the current evaluation tool needs to be revised.
- The Board Secretary is planning a Governance Committee Meeting for early summer to review the evaluation tool.
- The updated tool will include a “neutral” answering option that will not effect the overall score of each question.
- The tool will be presented to the Full Board for their review in Summer 2020.

# 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