

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

**Health Service Board Governance Committee
December 6, 2024**

HSB Self-Evaluation for Plan Year 2024



Health Service Board Self-Evaluation for Plan Year 2024

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:

- Strongly Disagree
- Disagree
- Neutral
- Agree
- 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 suggestions 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 Health Service Board.

Rating Scale

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
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Evaluation of Governance Structure and Policies

1. The Board has clearly defined the roles of all key parties.
2. The roles that the Board has assigned to key parties match the expertise or experience of those parties.
3. The Board's continuing education program equips its members with the knowledge they need to be effective.
4. The Board has developed a comprehensive Board policy framework or manual.
5. The Board receives the information and reports that are necessary to carry out its duties.
6. Board meeting agendas adequately reflect policy matters that are consistent with the Board's role.
7. 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.

Board Member Interactions and Meeting Activities

8. Board members are adequately prepared for meetings.
9. Board members are well organized.
10. The Board focuses on policy and strategy in addition to operations.
11. Board members understand when it is appropriate to act in a fiduciary role.
12. All Board members adequately contribute to discussions and deliberations.
13. Board members are respectful of each other's ideas and opinions.
14. Disagreements between Board members are handled professionally.
15. The Board adheres to its own policies.
16. The Board effectively manages Board members who fail to act in accordance with policies.
17. Board members accept decisions of the Board, even if they did not vote in favor of them.
18. The Board takes timely action to resolve problems when they arise.
19. The Board carefully deliberates before taking action.
20. Please comment on any of the statements in this section that you rated neutral, disagree, or strongly disagree with. In addition, please suggest how the Board's performance can be improved.

Evaluation of Goal Setting and Communication

21. The Board establishes suitable goals for the organizations as a whole.
22. The Board establishes suitable goals for Member Services.
23. The Board communicates effectively to staff.
24. The Board communicates effectively to service providers.
25. The Board communicates effectively with one voice to all parties.
26. The Board instills trust among stakeholders.
27. Please comment on any of the statements in this section that you rated neutral, disagree, or strongly disagree with. In addition, please suggest how the Board's performance can be improved.

Evaluation of Board's Interactions with Management

28. The Board provides sound advice to management.
29. The Board challenges management in a constructive manner.
30. The Board provides valuable alternative points of view to management.
31. The Board creates an atmosphere in which management's ideas are genuinely welcome.
32. The Board effectively evaluates the Executive Director's performance.
33. The Board provides the Executive Director with helpful feedback to enhance future performance.

- 34. Where feasible, the Board may make recommendations regarding management succession planning.
- 35. The Board members are respectful of the opinions expressed by staff and management.
- 36. Please comment on any of the statements in this section that you rated neutral, disagree, or strongly disagree with. In addition, please suggest how the Board's performance can be improved.

HSB 2024 Educational Topics of Interest

- 37. Please rate the following Education Topics for 2024
 - Fiduciary Training
 - Topics to Improve Equity
 - Topic Suggestions _____

HSB Self-Study Hours

- 38. State your name to record your self-study hours.
- 39. Please report how many self-study hours you completed between January -December 2024. (Include hours reading articles, watching webinars, listening to speakers, and/or other health benefits groups.)
- 40. Did you attend any health benefits-related conferences this year?
- 41. How many hours did you participate in the conference?

Final Section

- 42. You can review your answers on previous pages before submitting your Self-Evaluation. Have you reviewed your answers, and are you ready to submit them?