

TOP ISSUES

in HEALTH CARE 2010

MODERATOR INSTRUCTIONS

Ideally, the workbook exercise should be completed with the entire board in an allotted time of approximately 2–3 hours.

Step 1: Conduct the Survey with Your Board

Photocopy the “Board Survey” found on page 4 and distribute a copy to all board members, asking them to complete their individual answers anonymously — providing their own personal opinions.

Step 2: Tabulate and Share the Survey Results

After every board member has submitted his or her responses, tabulate the responses by totaling and averaging each response. Verbatim responses may need to be edited for conciseness. Next, use the “Tabulated Results” found on pages 5–6 to display/circulate the findings with your hospital board.

Step 3: Compare Your Hospital’s Survey Results to National Data

Distribute *The Top Issues in Health Care 2010 Report*, and note any key similarities and differences between your hospital and others.

Step 4: Discussion

Ask the board members to participate in a brief discussion about each issue and a deeper discussion of the most important issues. If your hospital’s evaluation differs substantially from the national data, ask why that might be. Probe reactions to apparent variances between importance and ease of resolving an issue.

As the moderator, you should encourage discussion that will lead to identifying specific goals, objectives and action items for the future. You may also find the “Discussion Guide” on pages 7–8 helpful.

Before concluding the meeting, discuss the development or continuation of an action plan to address key issues.



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For the complete report and workbook, visit www.EstesPark.org/TopIssues/ or call 800-727-8225