

Continuing to Govern During the Pandemic: Considerations for Health Center Boards

March 16, 2021

Audience Participation

Chat
(use to talk
with peers)



Polling/Q&A
(participate in
polls, ask
questions to
faculty)



The screenshot displays a virtual meeting interface. On the left, there are two windows: a 'Chat' window and a 'Polling' window. The 'Chat' window shows a list of messages from participants like Brian Long, James Menkel, and Laura Wiggins. The 'Polling' window shows a poll question: '#1.) What is your biggest business writing challenge? (NO RIGHT ANSWER - OPEN QUESTION)'. The poll results are displayed as a bar chart: Conclusion (45%), Grammar and/or Types (20%), Content Structure (16%), Tone (16%), and Other (0%).

The main area of the interface is a video feed of a man in a suit. To the right of the video feed is a presentation slide titled 'UDS Reporting: Preparing, Doing, and Utilizing' with the subtitle 'Cultivating Health Center Operations'. The slide features a colorful graphic of a heart and the CURIS logo. At the bottom of the interface, there is a navigation bar with links for Session, Support, Profile, Options, and Windows. The bottom right corner shows the Digitell logo.

Panel

- **Alecia Cyprian, PhD**, Chief Executive Officer, Southeast Community Health Systems
- **Jacqueline C. Leifer, Esq.**, Senior Partner, Feldesman Tucker Leifer Fidell LLP
- **Steven Sera, AAMS®**, Board Chair, MHC Healthcare
- **Moderator: Emily Heard, MA**, Director, Health Center Governance Training, NACHC

Objectives

1. Identify key governance considerations for boards as the pandemic continues.
2. Identify good practices and legal considerations for board awareness.
3. Consider questions to pose related to board's oversight and strategic role during the pandemic.

Poll: What best describes your role?

1. Health Center Board Member
2. Health Center CEO
3. Health Center Staff (other than CEO)
4. Primary Care Association (PCA) staff
5. Other

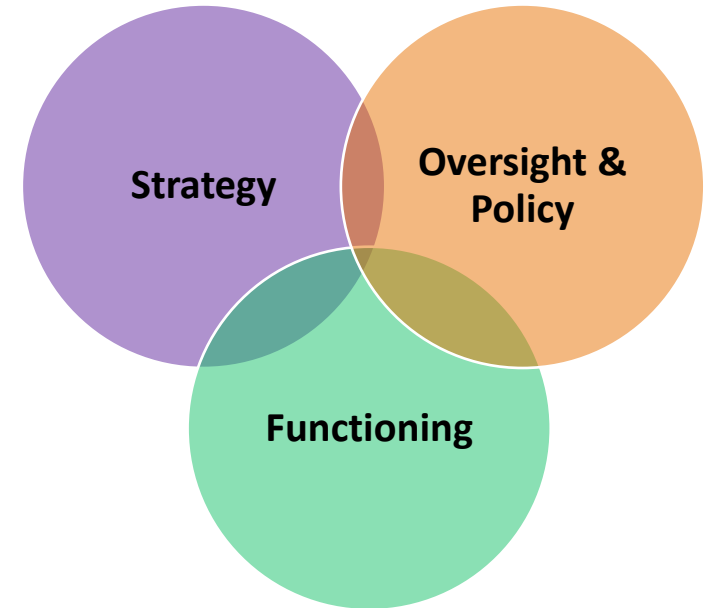
Live Content Slide

When playing as a slideshow, this slide will display live content

Poll: What best describes your role?

Topics

- Virtual Board Meetings and Nimble Decision-Making
- Important Oversight Considerations
 - Telehealth-related
 - Financial



Virtual Board Meetings and Nimble Decision-Making



Poll: Short Answer



- Please share any practices that have worked well for your board in navigating virtual meetings and/or making decisions during the pandemic.

Live Content Slide

When playing as a slideshow, this slide will display live content

Poll: Please share any practices that have worked well for your board in navigating virtual meetings and/or making decisions during the pandemic.



Considerations

- Think about good practices for virtual board meetings, consider legal issues, and continue to comply with Health Resources and Services Administration (HRSA) Health Center Program Requirements about monthly meetings with quorum
- Put policies in place to give the board flexibility
- Encourage your board chair to try different facilitation tips
- Ask questions
 - Have we put policies in place to enable the board to be nimble?
 - What strategic questions does the board need to consider?
 - How have we made new board members comfortable participating in decision-making?

Resources



- Tips for Board Chairs and Other Board Leaders During the COVID-19 Pandemic
- Virtual board meetings (English/Spanish)
- Legal Considerations: Board Meetings During COVID-19
- Focusing on the Future: Strategic Planning and Thinking During the COVID-19 Pandemic
- Adapt, Refocus, and Retool: How Health Center Boards Can Support a Focus on the Future

Visit <https://www.healthcenterinfo.org/priority-topics/covid-19/covid-19-resources-governance/> for additional materials

Questions



Telehealth & Board Considerations



Considerations

- Consider
 - financial, quality, and risk management implications
 - the telehealth patient experience
 - implications for hard-to-reach patients
 - current and future strategy and viability
- Ask questions
 - What are our patient satisfaction scores for telehealth visits?
 - What is the center's telehealth strategy during and after the pandemic? Is the strategy financially viable and will it meet patient needs?
 - What ongoing investments (e.g., technology, workforce) are needed to support these strategies?
 - What is expected to happen to our reimbursement rate after the public health emergency? How does this change impact our future strategy?
 - What patients are accessing telehealth services? How are we reducing barriers to care?

Resources



- Coming Soon! Article for Boards on Telehealth and Governance!
- [COVID Resources – Telehealth](#)
- [Board Oversight of Risk Management During the Pandemic](#)
- [Board Oversight of Quality During the Pandemic](#)

Visit <https://www.healthcenterinfo.org/priority-topics/covid-19/covid-19-resources-governance/> for additional materials

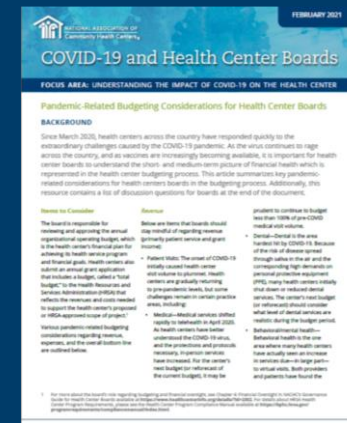
Financial Oversight & COVID-19



Considerations

- Consider how the board is
 - Balancing short and long-term needs
 - Overseeing grants compliance
 - Understanding new funding streams
 - Supporting the CEO and center
- Ask questions
 - Is our budget for the next fiscal year realistic?
 - How does the ongoing crisis continue to impact our financial outlook?
 - If our center was awarded funds through the various stimulus packages passed by the Federal government, how are we ensuring compliance with the terms of these funds?
 - How are new funds being reflected on the financial statements shared with the board?
 - What are our days cash on hand?

Resources



- [Pandemic-Related Budgeting Considerations for Health Center Boards](#)
- [Grants Compliance During the COVID-19 Pandemic: Considerations for Health Center Boards](#)
- [COVID-19 Financial Resources](#)

Visit <https://www.healthcenterinfo.org/priority-topics/covid-19/covid-19-resources-governance/> for additional materials

Poll: Short Answer



- Please share practices your board has found helpful related to strategy or oversight of telehealth or financials during the pandemic.

Live Content Slide

When playing as a slideshow, this slide will display live content

Poll: Please share practices your board has found helpful related to strategy or oversight of telehealth or financials during the pandemic.

Questions

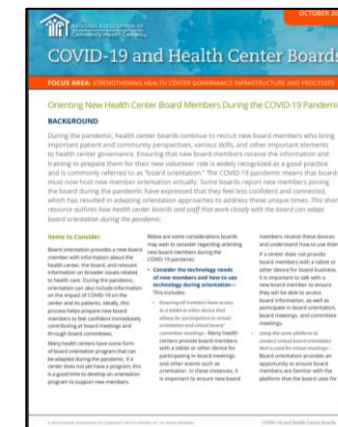
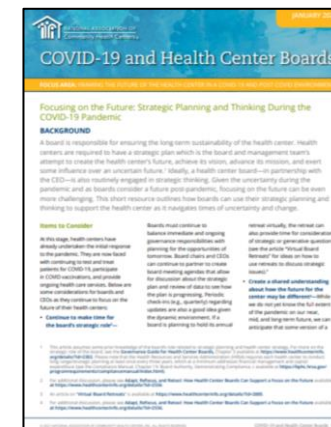


Governance Resources

- **Governance During COVID-19:**
Series of articles at <https://www.healthcenterinfo.org/priority-topics/covid-19/covid-19-resources-governance/>

- **Governance Guide for Health Center Boards**
(English/Spanish)

- And more!



ARE YOU LOOKING FOR RESOURCES?

Please visit our website www.healthcenterinfo.org



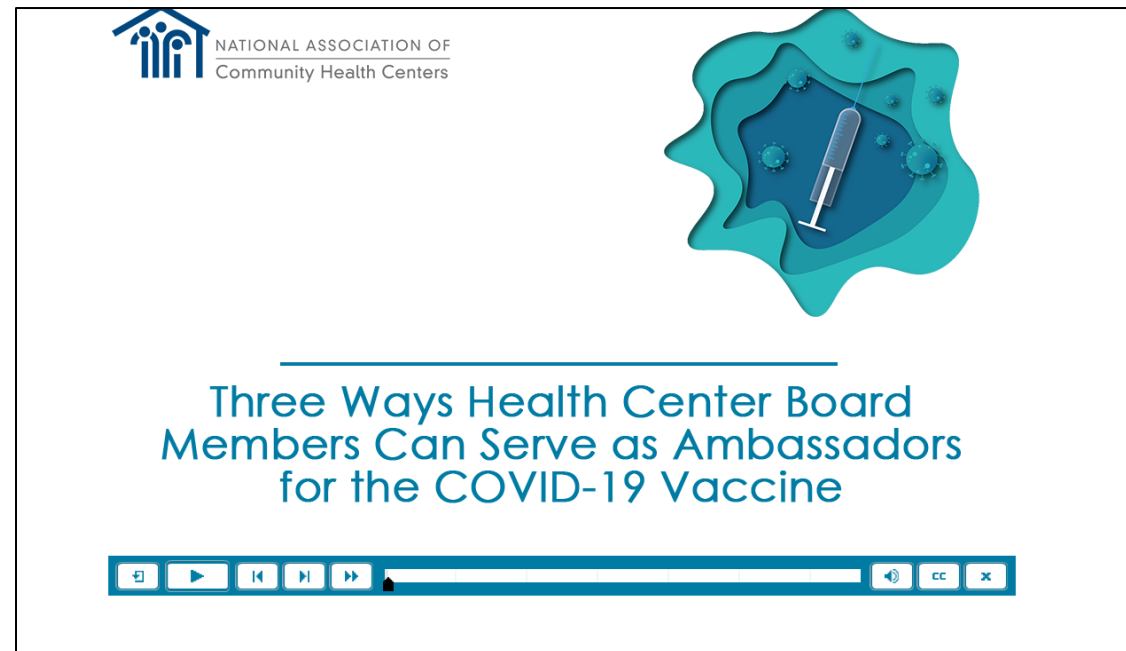
HEALTH CENTER
RESOURCE
CLEARINGHOUSE

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New Resource

Three Ways Health Center Board Members can Serve as Ambassadors for the COVID-19 Vaccine

<https://www.healthcenterinfo.org/details/?id=2974>



Thank you!

Please complete the evaluation!

1. Click on Evaluations and Certificates

2. Find session and “Take Evaluation”

PTuC1 - Continuing to Govern During the Pandemic: Considerations for Health Center Boards

The screenshot shows the NACHC website interface. At the top, there's a navigation bar with links for 'My Account', 'Cart', 'Contact Us', and 'Log Out'. Below this is a header with the NACHC logo and 'FOHC'. The main content area is titled 'Upcoming Events'. On the left, there's a sidebar with links: '2019 Community Health Institute Summary', 'Watch Archives', 'Handouts', 'Evaluations and Certificates' (highlighted), and 'Technical Support'. The main area has a search bar and filters. Below the filters, it says 'Displaying 1 - 10 of 17'. There's a 'Preferred Timezone' dropdown set to 'Eastern'. Two sessions are listed: 'PCAGS - PCA and HCCN General Session (Invitation Only; Special Registration Required)' on Friday, August 16, 2019, and 'CBC1 - NACHC Board Member Boot Camp: Setting the Scene and Legal Responsibilities' on Saturday, August 17, 2019. Both sessions have a 'Take Evaluation' button.

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