**Columbia County Community Healthcare Consortium, Inc.**

**Minutes of the Governance Committee meeting of July 17, 2024**

**Participants**:

Board Members Robin Andrews (Chair), Marielle McKasty-Stagg, Maria Ostrander, Jolene Race and John Thompson and Staff Member Claire Parde.

**Discussion Topics:** Review of responses to the biennial Board assessment; recommendations for subsequent appraisals; recommendations for future board meeting content

**Discussion Summary**:

**Review of responses**

Robin reported that there were 17 respondents, which is equal to a response rate of 77% (17/22). She reviewed the frequencies by item.

While most items yielded responses that were “agree” or “strongly agree,” she noted that there appeared to be more “not sure” responses (2-4 per item) than in the past. She posited that this is because a few of the respondents are relatively new members.

There were several questions in the second section of the assessment tool that may have been confusing to respondents. For instance, respondents were asked to indicate their degree of agreement with the statement, “The board determines the direction of the organization and takes primary responsibility for policymaking.” The responses to this question suggest that the word “policymaking” may have been misinterpreted. The Committee discussed changing this question to ask about “approving policies for the organization” and generally using language that stresses the Board member’s *oversight* function, rather than implying their direct involvement in certain tasks.

Claire suggested that in general, this set of questions did not migrate from a paper-based tool to a Google Form particularly well, as the visual presentation of the questions on paper had likely clarified their intent. The group agreed that they would re-examine this set of questions when they next update the tool.

As is often the case, the long-form responses were the most instructive.

In sum, the group agreed that the responses to the board assessment were overwhelmingly positive. Robin pledged to create a summary document that can be shared with the Board at its next meeting.

**Recommendations for subsequent appraisals**

Claire noted that during the presentation of findings from the assessment, there was a good deal of speculation about how the respondent interpreted the questions or what they intended to convey through their responses. In her view, this points to a weakness in the survey instrument itself. She suggested that when we assess the board again, we abandon this tool entirely, in favor of one that is significantly shorter, uses plainer language, and speaks more directly to our interests and concerns. Additionally, she suggested that the assessment should be tied to the core functions outlined in the Board Member Role and Responsibilities document that is provided to all prospective board members. She proposed that she draft new questions to share with the Committee in Spring 2025, in case we choose to administer it again later that same year.

Other suggestions include excluding newer members by indicating only those with at least a minimum term of service may respond. It was also suggested that having required email addresses from respondents may have had a “cooling effect” and might be made voluntary in the future.

**Recommendations for board meeting content**

The group briefly discussed the content of board meetings. There was a suggestion to include frontline staff to offer anecdotes about service delivery (e.g. “Service Impact Stories”). Members also expressed an interest in having the opportunity to ride along during CARTS service delivery. Additionally, there was discussion about formalizing reporting on the Strategic Plan by making it a routine item on Board meeting agendas. Finally, there was interest in receiving an overview of the development and communications plan, which Claire will ask Sydney to provide at the next meeting in August.

**Adjournment**

With no further business, the Committee meeting adjourned.

**Next meeting:**

The Governance Committee is not currently scheduled to meet again this calendar year.