

Promise Healthcare

BOARD MEMBER POSITION DESCRIPTION

Promise Healthcare is committed to quality governance. A key to this is assuring effective Board meetings and Board structure and Board members who understand the responsibilities and duties of non-profit trustees.

Board members are critical links to the community and are essential volunteers to this non-profit corporation.

From time to time, staff will provide information needed to proceed on our operational and strategic plans. For Board members, that means ensuring each member’s full participation, focusing on the most critical strategic issues, and ultimately assuring a well-run, responsive health center that provides high quality care to our patients.

REQUIRED KNOWLEDGE AND SKILLS OF INDIVIDUAL BOARD MEMBERS

Ability to read and understand financial statements
Understanding the concept and operation of a community health center (Training will be provided)

Ability to work collaboratively with the CEO and other Board and Committee members
Ability and commitment to uphold Promises’ Mission, Vision and Values.

Additionally, training and/or experience in one or more of the following areas is preferred (does not apply to consumer members):

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|----------------------------|--------------------------|----------------------|
| Management | Health Care Delivery | Financial Management |
| Marketing/Public Relations | Employee Relations | Personnel Management |
| Community Affairs | Social Services Delivery | |

DUTIES AND RESPONSIBILITIES OF INDIVIDUAL BOARD MEMBERS

1. Determine the organization’s mission and purpose.
2. Select the Chief Executive Officer.
3. Support the Chief Executive and assess his or her performance.
4. Ensure effective organizational planning (strategic planning).
5. Develop resources to implement the mission.
6. Ensure that resources are managed effectively.
7. Determine, monitor and strengthen the organization’s program and services.

8. Enhance the organization's public image.
9. Ensure legal and ethical behavior and maintain accountability of board and staff.
10. Recruit and orient new board members and assess board performance.
11. To put the interests of FHLC above any personal or other business interest
12. To maintain the confidentiality of Board information
13. To attend Board and Committee meetings regularly

Board meetings are held the 4th Thursday of each month at 6 pm and last approximately 90 minutes.

14. To come prepared to Board meetings having reviewed information provided to the Board meeting
15. To exercise reasonable business judgment in the conduct of Board business
16. To participate actively in Board issues by critiquing reports and providing innovative resolutions to problems

Health Center Governing Board Specific Functions and Responsibilities

- The governing board for the center has the authority for establishing policy regarding the conduct of the center.
- The governing board will hold regularly scheduled meetings, at least once a month. Minutes will be kept.
- The governing board has specific responsibility for:
 - Selection and dismissal of a project director or chief executive officer for the center
 - Establishing personnel policies and procedures
 - Adopting policy for financial management practices including:
 - o system to assure accountability for center resources
 - o approval of annual project budget
 - o center priorities
 - o eligibility for services including criteria for partial payment schedules
 - o long-range financial planning
 - Evaluating center activities including:
 - o services utilization patterns
 - o center productivity
 - o patient satisfaction
 - o achievement of project objectives

- o development of process for hearing and resolving patient grievances

- Assuring the center is operated in compliance with applicable Federal, State, and local laws and regulations

- Adopting health care policies including:

- o scope and availability of services

- o location and hours of services

- o quality-of-care audit procedures