

NATIONAL ASSOCIATION OF COMMUNITY HEALTH CENTERS
Results of an Expert Panel's Recommendations on High Performing Boards

High Performing Boards and Board Members

The following attributes were identified as those demonstrated by a high performing board. Put a ★ by those you believe your board meets.

- ***Understanding of organizational mission:*** The board as a collective group understands the mission and is able to keep the organization focused on the core mission
- ***Understanding of their role:*** The board members understand their roles focusing on policy and strategy and not micro-managing operations
- ***Board work done outside of the meetings:*** The board members take on committee assignments and most of the work is conducted outside of the main board meetings saving that time for substantive dialogue and decision making
- ***Shared vision:*** The board as a whole shares a common vision of what the organization can do for its community and the priorities that need to be addressed
- ***Listening skills:*** The members reflect strong listening skills both in the board meetings but also in the community as voices of the customer
- ***Shared respect:*** There is shared respect for each other as well as for organizational leaders and staff
- ***Understanding of group dynamics:*** A high performing board is able to effectively manage its own group dynamics
- ***Ability to keep up with the environment:*** The board is able to remain current with the environment and the latest trends and forces that will have an impact on the organization
- ***Trust:*** There exists trust across the board for each other and the leadership
- ***Adequate turnover:*** The board is able to remain invigorated with new members through turnover behavior.
- ***Understanding of quality and margin:*** The board is able to balance a commitment to quality with an understanding of the need to create a margin to sustain operations
- ***Broad based:*** A high performing board is able to bring together a broad skill base and varying perspectives

- **Consistent attendance** : Members consistently attend and participate in committee and board meetings
- **Effective chair**: The role of the chair is effective in guiding the board. The role of the chair is understood by all and not built around a person
- **Promotes the organization outside of the board meetings**: Board members are constantly advocating for the organization outside the community
- **Deliberate succession planning**: The board plans for replacements as a natural and deliberate process including grooming board members through the work of committees and sub-committees
- **Board self-regulates and evaluates itself**: A high performing board reflects on its work and evaluates its performance and self-corrects when necessary