VIEWPOINT
Helping Boards Have Productive Conversations about Quality of Care
By Gary R. Yates, M.D.
Health care boards that take a broader view of “quality” and incorporate measures that reflect this understanding are better able to assess performance in the right areas.

PERFORMANCE IMPROVEMENT
Stewards of the Patient Experience: Trustees' Key Role
By Kristin Baird
The patient experience reflects the organization’s culture. The board must foster a culture that supports employees and providers to deliver the best possible experience time after time.

PRACTICAL GOVERNANCE
Is It Time to Refresh Your Bylaws?
By JoAnn McNutt and Douglas Long
Up-to-date, clearly written and concisely constructed bylaws can support oversight of current performance and enable an organization to nimbly confront challenges to its viability.

QUALITY OVERSIGHT
Credentialing, Privileging and the Engaged Board
By Laurie Larson
Education, preparation and collegiality can empower physician and lay member trustees to make fair and thoroughly vetted decisions.