

NEW BOARD MEMBER ORIENTATION

When a new trustee joins your board, it is vital to share a proper introduction to your organization. Setting expectations and guidelines for their roles and responsibilities lays the foundation for their work ahead. A new board member orientation should be formalized, consistent and updated regularly. MHA recommends areas and responsibilities to cover when onboarding your new trustees.

ORGANIZATIONAL OVERVIEW

All your trustees must understand the way your organization works and who you serve. In order to properly support and lead the hospital, new board members need a clear orientation of the hospital's **mission, vision and values**. Identify key players in your organization and offer a tour of the facility. Include an in-depth look at your organization's **history, service area and population** to give your new trustee a better understanding of your community's health needs.

GOVERNANCE RESPONSIBILITIES

New board members must understand the parameters and guidelines they must work within through the review of bylaws, policies and articles of incorporation. Clearly outline the legal and ethical obligations and fiduciary duties your trustees must make to the organization and your community at-large.

GOVERNING BOARD

Share job descriptions and responsibilities for **board members, officers and committee chairs**, and review your board's committee structure. Discuss the trustee's role in **strategic planning, financial oversight and quality and patient safety** and their responsibility for oversight of those areas. It is crucial for a new trustee to understand the unique relationship between the governing board and CEO and to differentiate between **oversight and management**.

BOARD MEETINGS

Share processes for effective and efficient **board meetings, including attendance requirements, submitting agenda items and preparation**. Clarify expectations of their participation at this time, and ensure they have the schedule of future meetings.

STRATEGIC DIRECTION

Orientation is the perfect time to get new trustees up-to-speed with the board's ongoing work. Discuss your hospital's current strategic plan, as well as expectations for the board's involvement in **developing and approving future strategic direction** of the organization. In addition, familiarize them with the reports they should expect to review from leadership to show progress on goals and initiatives.

HEALTH CARE OVERVIEW

Remember: your new board member may be new to health care. Touch on timely **issues and trends** affecting your hospital, as well as **state and federal regulations** that should be kept top-of-mind. This also serves as a helpful opportunity to identify continuing health care education needs for your new members.

HOSPITAL FINANCING

Your governing board's responsibility is to ensure the organization has the financial resources needed to support its mission. All trustees should understand the current financial state of your hospital. Provide and review a recent budget and financial dashboard, and discuss **fundraising, reimbursement and payer-mix** of the hospital.



YOUR ORIENTATION CHECKLIST

*New board members likely face a steep learning curve.
Use this checklist to cover all your bases in your new trustee orientation.*

ORGANIZATIONAL OVERVIEW

- Mission, vision and values statements
- History
- Service area, community and patient population
- Organizational chart and introduction of key leadership
- Tour or description of physical facilities

GOVERNING BOARD

- Fellow board members, officers, committee structure and descriptions
- Trustee and officer job descriptions
- Board roles and responsibilities
- Board/CEO relationship

STRATEGIC DIRECTION

- Current strategic plan
- Review of goals and key dashboards

HOSPITAL FINANCING

- Overview of recent budget and financial statement
- Payment sources, Medicare and Medicaid overview
- Payer-mix of the hospital

GOVERNANCE RESPONSIBILITIES

- Bylaws
- Board policies
- Articles of Incorporation
- Fiduciary duties: loyalty, care and obedience
- Code of ethics
- Regulatory and legal requirements specific to the hospital

BOARD MEETINGS

- Attendance requirements
- Preparation
- Submitting items for the agenda
- Future dates

HEALTH CARE OVERVIEW

- Types of hospitals
- Federal and state regulatory overview
- Industry trends and issues