The Governance Institute

Leading Practices for Improving Community Health

Step 1: Creating the Right Policies, Structures, and Infrastructure

- Develop an organization-wide community health policy.
- Make a concrete monetary commitment to community health improvement.
- Create a board-level community health committee.
- Create a dedicated department, with a leader accountable to the CEO for performance.
- Create senior leader accountability through incentive compensation.
- Set aside dedicated time for full board discussion and education.
- Require board members to have expertise in community health and/or encourage participation in related activities.

Step 2: Meeting Community Health Requirements

- Meaningfully engage stakeholders throughout the process.
- Partner with other stakeholders as equals.
- Define service area and priorities broadly, with a focus on disparities.
- Selectively tackle social determinants of health in areas where the hospital can make a difference.
- Set clear metrics and monitor progress on an ongoing basis.
- Share results in a transparent, accessible manner, including both data and stories.