

The Governance Institute

OIG “Tool Kit for Healthcare Boards” as Related to Quality-of-Care Responsibility

In 2011, the OIG created a “[Tool Kit for Healthcare Boards](#)” to use as a guideline for their responsibility as it relates to quality of care. The OIG’s recommendations include:

- Create a comprehensive policy and objectives to define your quality improvement and patient safety program.
- Ensure your stakeholders share a common vision of quality. To give your program real impact, incorporate its objectives into employee performance evaluations and incentive compensation.
- Establish a board quality committee and make quality of care a standing board agenda item.
- Ensure you have sufficient clinical expertise on the board. To address potential conflicts, some hospital boards recruit physicians who are not medical staff members, or who are retired.
- Understand how management assesses the credentials of the medical staff and stay current on best practices.
- Implement conflict-of-interest policies to identify and manage financial interests that may affect clinical judgment.
- Use dashboards and benchmarks to measure the success of your organization as it improves outcomes and patient satisfaction. You should track how your organization compares to its peers on these quality indicators. After all, “What gets measured is what gets done.”