

2017 NAHQ Board Positions

Board Competencies
NAHQ President-Elect
NAHQ President
NAHQ Immediate Past President
NAHQ Secretary/Treasurer
NAHQ Director-at-Large

Board Member Competencies

Broad Experience in Quality

NAHQ represents a diverse group of individuals who identify themselves as quality professionals. Along with the traditional members with acute care nursing practice background, increasingly, NAHQ is representing members across the continuum of care and those members are matriculating from different career paths.

NAHQ will be best served by a board member who understands and has experienced the implications of the broad trends in healthcare and quality. Ideally, the candidate will have responsibly for the cross functional areas within quality. She/He will have experienced the shift from volume to value and have been a supportive leader to her/his organization in that pursuit. NAHQ will be served by a leader who can connect environmental changes to the membership constituent shifts and the changing career and educational needs of our current and potential members.

Experience in Leadership

NAHQ is at the beginning phases of developing and implementing a growth plan for the organization. To serve a growing profession, NAHQ needs to invest time, attention and financial resources in governance structure, staff support, product development and technical infrastructure to support these efforts. The board directs the mission-related activities of the organization and the Executive Director runs the business of the association.

NAHQ will best be served by an individual who has held significant leadership positions for large functional areas in her/his work life (and therefore appreciates the complexities, dependencies, challenges and opportunities of a growing and changing organization). Experience in leading amidst ambiguity, making tough decisions and being a change management champion are important.

Experience in Management

As NAHQ grows, so too does its human infrastructure. NAHQ is in the process of developing a stronger governance structure that both encourages more engagement with strategic teams, and also empowers those teams to innovate. This more vertical committee structure will offer more opportunities for team leaders to lead and it will allow the board and particularly the president to set clear expectations, delegate and manage volunteer peers.

NAHQ will best be served by an individual who can clearly envision and define expectations for teams and who is comfortable delegating, coaching and managing peers to achieve NAHQ mission- based and financial objectives.

Diplomacy

Organizational change is exciting and challenging and with the change, comes a need for diplomacy. NAHQ has a committed group of past and current volunteers and leaders who would be served by a leader who engages with them in a way that helps them move in new directions. Also, as NAHQ stakes claim to the future competencies, NAHQ will have more opportunity for overlap with other healthcare organizations. NAHQ will have new opportunities to develop coalitions and partnerships, and that should be balanced with the business and political realities that emerge with partnership.

NAHQ will best be served by a resilient and optimistic leader who takes time to explain a new direction and rationale for them. The individual will willingly step into any vacant space to fill a knowledge or information gap. Additionally, when interacting with those outside of the membership, NAHQ will be served by a leader who is active and articulate in strategic dialog with healthcare organizations, and who is comfortable making decisions about when to collaborate and when to compete.

Public Speaking and Presence

As NAHQ takes a more assertive role in the profession of healthcare quality, there will be more speaking opportunities. At a minimum, the president will preside over the annual conference or other annual meetings, will be responsible for clearly explaining NAHQ's path forward and will energize the membership to be active and engaged. Very likely, the president and other board members will also be asked to speak in other national formats about the future direction of the profession. This could occur via media interviews, invitations to speak at healthcare meetings and possibly legislative formats.

NAHQ will best be served by an individual who is an articulate and compelling presenter in both large and small formats and who is physically available to present in such settings, sometimes with little notice.

Note: Competencies are evaluated annually to ensure alignment with NAHQ's strategic direction.

NAHQ President-Elect

Qualifications

- Active membership in NAHQ.
- Ability to provide leadership regarding strategic planning, mentorship, organizational performance and establishment of opportunities for NAHQ as an organization and for its members.
- Knowledge of broad trends in healthcare and quality across the continuum.
- Ability to commit significant amount of time necessary to effectively manage the association.
- Previous experience as a member of the NAHQ Board of Directors (preferred) or equivalent work experience related to governance and healthcare at the national level.
- CPHQ certification; Fellowship preferred.

General Responsibilities and Duties

- The president-elect shall perform all duties assigned by the president and must become familiar with and prepare for the duties of the office of president.
- Become familiar with the aims, ideals, and mechanisms for conducting NAHQ business.
- Participate in developing the annual budget.
- Serve as a member on the Finance Committee.

Observe and prepare for duties of office of President

- Receive communication items from team leaders, facilitators, quality volunteers, and headquarters.
- Maintain regular communication with current president and past president.
- Be aware of budget concerns.
- Be familiar with mechanisms for conducting business.
- Know parliamentary procedure, NAHQ Bylaws, policy and procedures, board functions.
- Attend the American Society of Association Executives CEO/CSO Leadership Symposium or similar training prior to taking the office of president.

Appointments

- In the fall prior to the beginning of the presidential term, identify the appointment of teams for the following year and present to the NAHQ Board for approval.

Anticipated Time Commitment

- Approximately 15 hours per month, during a month there is a board meeting the anticipated time commitment is 25 hours per month

Estimated Number of Meetings/Conference Calls

- Three on site board meetings (includes strategic planning)
- Two Commission on site Week Meetings
- Two-Four on site Relationship Building Meetings
- Two Face-to-Face meetings with CEO/ED
- Participation at live NAHQ events and travel to industry events
- Minimum of three board of directors conference calls (1-3 hours each)
- Bi-weekly conference call (1 hour) with NAHQ senior staff, as needed
- Other follow-up calls as necessary

NOTE: Onsight meetings range from 1-3days in length, the annual meeting is approximately 5 days.

Anticipated Personal Financial Commitment

- No personal money is required
- Time commitment from employer

NAHQ President

The president shall serve as the leader of the association collaborating with the board of directors and the NAHQ staff.

Qualifications

- Active membership in NAHQ.
- Ability to provide leadership regarding strategic planning, mentorship, organizational performance and establishment of opportunities for NAHQ as an organization and for its members.
- Knowledge of broad trends in healthcare and quality across the continuum.
- Ability to commit significant amount of time necessary to effectively manage the association.
- Previous experience as a member of the NAHQ Board of Directors (preferred) or equivalent work experience related to governance and healthcare at the national level.
- CPHQ certification; Fellowship preferred.

Leadership Functions

- Set strategic direction based on clear values, expectations, and clear performance goals.
 - Mentor for professional development.
 - Evaluate and improve leadership function, including one's own performance.
 - Assess organizational performance in achieving strategic goals.
 - Create future opportunities for NAHQ as an association and for its members.
- Hire and Retain CEO

Role Functions

- Serve as chair of the NAHQ Board of Directors.
- Coordinate communication with past presidents while recommending and facilitating annual tasks for the group.
- Facilitate the approval of all team member, team leader, and quality volunteer appointments during the President's term subject to board approval; understand and ensure adherence to NAHQ Bylaws and Policies and Procedures.
- Promote NAHQ by identifying ways to increase membership and association visibility; maintain relationships with other healthcare-related associations as appropriate; serve as spokesperson to promote the organization.
- Ensure ongoing education of board and team leaders related to their leadership responsibilities in coordination with NAHQ staff.
- Ensure continuous review of strategic plan and oversee alignment among teams to achieve goals.
- Regularly communicate with the board, association staff, committee/team leaders, quality volunteers, and the membership.
- In collaboration with the NAHQ Board of Directors, oversee the financial and operational activities of the association by Serve as a member on the Finance Committee.

Anticipated Time Commitment

- Approximately 25 hours per month, during a month there is a board meeting the anticipated time commitment is 35 hours per month

Estimated number of meetings/conference calls

- Minimum three on site board meetings (includes strategic planning)
- Two Commission on site Week Meetings

- Two-Four on site Relationship Building Meetings
- Two Face-to-Face meetings with CEO/ED
- Participation at live NAHQ events and travel to industry events
- Minimum of three board of directors conference calls (1-3 hours each)
- Weekly conference call (1-1.5 hour) with NAHQ Senior Staff, as needed.
- Other follow-up calls as necessary

NOTE: Onsite meetings range from 1-3 days in length, the annual meeting is approximately 5 days.

Anticipated personal financial commitment

- No personal money is required
- Time commitment from employer

NAHQ Immediate Past President

The immediate past president acts as the liaison to the Nominations Team, Chair of the Healthcare Quality Foundation and works on NAHQ projects as needed.

Qualifications

- Immediate Past President of NAHQ.

Leadership Functions

- Set strategic direction based on clear values, expectations and clear performance goals.
- Mentor to provide professional development.
- Evaluate and improve leadership functions, including one's own performance.
- Assess organizational performance in achieving strategic goals.
- Create future opportunities for NAHQ as an association and for its members.

Role Functions

- Serve as Co-Chair of the Nominations Team.
- Serve as Chair of the Healthcare Quality Foundation.
- Serve as liaison for NAHQ projects and teams as needed.
- Facilitate the ongoing interaction and communication among the board and stakeholders.
- Provide leadership to commission leaders and members in fulfilling their responsibilities as needed.

Estimated number of meetings/conference calls

- Participation at annual educational conference
- Three on site board meetings (includes strategic planning)
- Minimum of three board of directors conference calls (1-3 hours each)
- Other follow up calls as needed

NOTE: Onsite meetings range from 1-3 days in length, the annual meeting is approximately 5 days.

Anticipated Time Commitment

- Approximately 10 hours per month, during a month there is a board meeting the anticipated time commitment is 20 hours per month

Anticipated Personal financial commitment

- No personal money is required
- Time commitment from employer

NAHQ Secretary/Treasurer

The Secretary/Treasurer shall ensure the records and minutes of the association are maintained, coordinate the financial affairs of the organization, and act as the Secretary/Treasurer of the Healthcare Quality Foundation.

Qualifications

- Active membership in NAHQ
- Demonstrated leadership skills (i.e., strategic planning, mentoring)
- Experience as treasurer of any organization and experience with budget preparation and monitoring of an organization's financial activity
- Previous experience with accurate recording of meeting minutes
- CPHQ certification.

Leadership Functions

- Set strategic direction based on clear values, expectations, and clear performance goals.
- Mentor to provide professional development
- Evaluate and improve leadership function, including one's own performance.
- Assess organizational performance in achieving strategic goals.
- Create future opportunities for NAHQ as an association and for its members.
- Being available to any member by phone, email, or mail to answer questions, provide consultation, and respond to concerns. Refers questions to appropriate staff for follow up.

Role Functions

- Collaborates with the executive director and staff accountant to prepare and present an annual budget to the board for approval
- Receives and disburses all association funds and securities
- Maintains adequate and accurate financial records
- Closely monitors the financial reports/status of the association
- Ensures an annual audit of association books is conducted by an outside auditor
- Works with staff to prepare and submit a monthly financial report on budget versus actual expenditures to the board
- Maintains a working relationship with the association accountant to assure accuracy of records
- Prepares and presents an annual financial report to the membership
- Reviews and approves CEO/ED expense reports.
- Reviews all Board minutes for accuracy and clarity.

Time Commitment

- 3-year term, beginning January 1 of the year after election
- Approximately 11 hours per month, during a month there is a board meeting the anticipated time commitment is 17 hours per month

Estimated number of meetings/conference calls

- Participation at annual educational conference
- Three on site board meetings (includes strategic planning)
- Minimum of three board of directors conference calls
- Other follow-up calls as necessary

NOTE: Onsite meetings range from 1-3 days in length, the annual meeting is approximately 5 days.

Anticipated personal financial commitment

- No personal money is required
- Time commitment from employer

NAHQ Director-at-Large

The primary role of a director-at-large is from the perspective of governance. Through this role of providing leadership and mentoring, the Board ensures that the work of the association is accomplished and the long term viability of the association is ensured.

Qualifications

- Active membership in NAHQ
- Demonstrates leadership within the profession of healthcare quality, either through previous participation on a NAHQ team or through a previous leadership role with another association.
- Possesses skills of governance through previous experience as a board member, such as through board membership with a professional association or community organization.
- CPHQ certification.

Governance

- Collaborates with the duly elected officers in the general governance of the affairs of NAHQ.
- Participates in the development of the annual budget as well as the ongoing monitoring of resource consumption to ensure financial viability and long-term stability. May serve on the finance committee.
- Participates in the development and ongoing review of the strategic plan as it relates to the overall success of NAHQ.
- Shares information with the NAHQ Board of Directors related to issues or trends in the field of healthcare quality and patient safety.
- Reports significant problems or concerns to the appropriate staff, or board member.
- Meets the obligations and time commitments of this position, to attend regularly scheduled meetings, conference calls, and to regularly check and respond to electronic messages.
- Is available to any member by phone, email, or mail to answer questions, provide consultation, and respond to concerns. Refers questions to appropriate staff for follow-up.
- Before assuming office, participates in board orientation, reviews all policies and procedures, coordinates a smooth transition with their predecessor.

Special Projects

- Participates on special projects as assigned by the president including creation of team charters, project plans, timeline development and estimating resource needs collaboration with other board members for project success.

Time Commitment

- 3-year term, beginning January 1st of the year after election
- Approximately 10 hours per month, during a month there is a board meeting the anticipated time commitment is 15 hours per month

Estimated Number of Meetings/Conference Calls

- Participation at annual educational conference
- Three on site board meetings (includes strategic planning)
- Minimum of three board of directors conference calls
- Other follow-up calls as necessary

NOTE: Onsite meetings range from 1-3 days in length, the annual meeting is approximately 5 days.

Anticipated Personal Financial Commitment

- No personal money is required
- Time commitment from employer