

## **Advancing the Governance of Quality Bedside to Boardroom VIDEOS**

### **Overview Explanation:**

In the *Advancing Governance of Quality: Bedside to Boardroom* video series, six brief 5-8 minute video episodes highlight different learning scenarios for trustees to better understand quality from a patient-centered point of view and the trustee's role in overseeing quality in the health system. The videos complement the newly released white paper from IHI/LLI entitled: *Framework for Effective Board Governance of Health System Quality* and demonstrate the central tenets for Governance of Health System Quality.

### **Video One:**

In *Prioritizing Quality-Board Quality Culture and Commitment to Quality*, viewers meet two new Board Members as they debrief with Board Leader after their first Quality Committee meeting. At the end of the video, viewers should be able to: Identify the ways in which the Board showed commitment to quality, and prepared Board Members for effective quality oversight.

### **Video Two:**

In *Keep Me Safe: Safe Care*, viewers watch a Quality Committee meeting play out. Leadership invites a patient to tell her story of medical error, and a new Board Member respectfully challenges and engages with Leadership on approaches to safety. At the end of the video, viewers should be able to: Identify 2-3 key core processes that this Board is doing to oversee safety.

### **Video Three:**

In *Provide Me the Right Care: Effective Care*, viewers listen as a new Board Member and breast cancer survivor expresses appreciation for the Board's commitment to providing the right care and evaluating outcomes for patients through the lens of her own patient experience. At the end of the video, viewers should be able to: Identify 2-3 key core processes that this Board is doing to oversee patients get the right care.

### **Video Four:**

In *Treat Me With Respect: Equitable and Patient Centered Care*, viewers watch how cultural insensitivity affects a health system's ability to deliver patient-centered care. At the end of the video, viewers should be able to: Articulate the concerning issue around respect, and discuss how the Board Member helps address a friend's patient experience without crossing into management's responsibilities.

### **Video Five:**

In *Help Me Navigate My Care: Timely and Efficient Care*, a newer Board Member tours an outpatient facility with a Board Leader and learns the value of observing patient care at the frontlines. At the end of the video, viewers should be able to: Discuss the care navigation issues

this patient struggles with in order to care for her daughter, and evaluate how well your own Board is doing to help patients best navigate the entire continuum of care.

**Video Six:**

In *Help Me Stay Well: Community Health and Population Wellness*, viewers see how social determinants of health affect both patients and providers at the frontlines of care. At the end of the video, viewers should be able to: Consider all the wellness issues this patient struggles with, and identify 2 ways the Board questioned, and provided support to, Leadership regarding community health and wellness.