

Your Cheat Sheet to Prepare for Board-Level Conversations

Create Your Repeatable Agenda

Establishing a standard agenda for your quarterly meetings is essential to ensure consistency and efficiency. While the core structure of these meetings remains the same, the agenda should slightly adapt quarterly to accommodate your annual checklist of required items and any time-sensitive issues that arise.

1. Call to Order
2. Changes in the Agenda
3. Approval of Previous Minutes
4. Action(s) Without Meeting
5. Consent Agenda
6. Quality/Risk Management
7. Regulatory Compliance
8. Managed Care Report
9. Financial Review
10. Revenue Cycle Management
11. Capital Expenditure
12. Staffing Updates & Human Resources
13. Other Business / Open Discussion

Identify Key Metrics to Share

Investing time in defining the most important key performance indicators (KPIs) with your board is crucial as alignment drives better engagement and outcomes. It is essential when sharing your KPIs that you tell the story behind the metrics. Here are a few suggestions to get you started.

- Days to Bill & Collection Rates
- Cash Collection Target: 100%
- Payer Mix by Financial Class
- AR > 90 Target: 25%
- AR Days 3-month Roll Target: 35
- Credit Balance Days Target: 1 day
- Bad Debt Target: 2%
- Denial Breakdown
- Case Volume (Expected vs. Actual)

Two Huge Time Savers

The **Consent Agenda** is sent out in advance of the meeting and compiles routine items for swift approval. Typically includes:

- Approval of previous meeting minutes
- Routine financial reports
- Committee reports

“**Action(s) Without Meeting**” is used outside of the formal board meetings for urgent decisions requiring immediate action.

Typically used for:

- Time-sensitive approvals
- Minor amendments to previously approved actions

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