

TOP 6 BEST PRACTICES

For Mitigating Conflict Between Hospitals & District/County Boards

1. Board and stakeholder education	<ul style="list-style-type: none">• National, regional and market forces• Organizational constraints and opportunities• Strategic risks facing hospital• Hallmarks of good governance and sound management
2. Develop a common fact base	<ul style="list-style-type: none">• Quantify performance gaps• Understand risk factors• Develop strategic objectives
3. Convene a task force involving key leaders from both boards and/or key stakeholder groups	<ul style="list-style-type: none">• Provide a format for communication and sharing of perspectives• Engage around key issues and concerns• Remove emotion and make objective data the basis for decisions• Develop working relationships and trust• Seek consensus vs. unanimity
4. Develop a shared vision for the future	<ul style="list-style-type: none">• What key attributes do board members and key stakeholders want the organization to have in 5-10 years?• Engage boards and stakeholders around the shared vision
5. Develop and implement a communications strategy	<ul style="list-style-type: none">• Develop key messages and talking points• Identify spokespeople• Emphasize the shared vision• Anticipate internal and external communication requirements• Repeat
6. Don't lose sight of the fundamentals	<ul style="list-style-type: none">• Sound governance and management• Strategy• Operational performance

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