



North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES



Board of Trustees Self-Assessment Proposed Action Plan

Board of Trustees Meeting

January 27, 2017

A Division of the Department of State Treasurer

Opportunities for Improvement

Segal noted the following opportunities from the Board's self-assessment:

- 1. Board Education and Development Plan:** Create an explicit, continuous Board member education and development plan. Focus on the gaps of expertise, knowledge, and currency for those who don't work in the health care industry. Enhance the onboarding program for new Board members.
- 2. Meeting Efficiencies:** Introduce efficiencies in the meeting structure and processes.
 - **Agendas.** Before the start of each year, create formal agendas and meeting calendars. Use meeting time more efficiently and effectively by focusing on strategic priorities and key decisions required of the Board. Include fewer topics, thus allowing time for more in-depth discussion. Do not spend time on presentations for FYI topics where no Board action is required. Include time to examine outcomes of past decisions as a means to improve future decision making.
 - **Board Materials.** Provide meeting materials to Board members with adequate time for the Board to review in advance and formulate questions that need to be addressed.
- 3. Stakeholder and Staff Interactions:** Cultivate individual Board member and Executive Administrator networks to "hear the voice" of the stakeholder community and with the intent of advancing the strategic priorities of the Plan. Create more planned interaction between the Board and Plan staff outside of regular Board meetings.

Board Education and Development Plan

- **Board Education and Development Plan:** *Create an explicit, continuous Board member education and development plan. Focus on the gaps of expertise, knowledge, and currency for those who don't work in the health care industry. Enhance the onboarding program for new Board members.*
- **Action Items:**
 - When possible, use the Thursday meeting for informational/educational topics for board discussion
 - Use workgroup meetings for informational/educational topics for board discussion
 - Offer onboarding and other educational topics of interest via online webinar or narrated presentation throughout the year

Meeting Efficiencies

- **Meeting Efficiencies:** *Introduce efficiencies in the meeting structure and processes.*
 - **Agendas.** Before the start of each year, create formal agendas and meeting calendars. Use meeting time more efficiently and effectively by focusing on strategic priorities and key decisions required of the Board. Include fewer topics, thus allowing time for more in-depth discussion. Do not spend time on presentations for FYI topics where no Board action is required. Include time to examine outcomes of past decisions as a means to improve future decision making.
 - **Board Materials.** Provide meeting materials to Board members with adequate time for the Board to review in advance and formulate questions that need to be addressed
- **Action Items:**
 - Survey Board members to solicit feedback on previous agenda topics and materials
 - Provide high-level agenda plan for the year
 - Modify grouping of agenda items to note action, consultative and oversight items
 - Integrate the use of executive summaries into presentations to allow more time for discussion
 - Utilize Thursday meetings for:
 - Strategic Planning
 - Stakeholder discussion/interaction
 - Workgroup meetings

Stakeholder and Staff Interactions

- **Stakeholder and Staff Interactions:** *Cultivate individual Board member and Executive Administrator networks to “hear the voice” of the stakeholder community and with the intent of advancing the strategic priorities of the Plan. Create more planned interaction between the Board and Plan staff outside of regular Board meetings.*
- **Action Items:**
 - Invite Board members to Stakeholder meetings with Plan staff
 - Schedule regular workgroup meetings throughout the year to promote interaction with Plan staff
 - Offer more one-on-one discussions with Executive Administrator and other staff members
 - *Member and Stakeholder Outreach and Engagement Workgroup* to develop more detailed plan

Board Workgroup Structure

Member and Stakeholder Outreach and Engagement	Provider Network, Quality, and Access	Benefit Design Development
<p>Neal Alexander Paul Cunningham Margaret Way David Rubin</p>	<p>Aaron McKethan Donald Martin Warren Newton Elizabeth Poole Charles Perusse, ex officio</p>	<p>Dale Folwell, ex officio Neal Alexander Paul Cunningham Aaron McKethan Donald Martin</p>

- Workgroups are limited to four voting members
- Ex officio, non-voting members (Treasurer and Director of OSBM) also assigned workgroups
- Benefit Design Development workgroup includes two members from each of the other two workgroups

Agenda Items Driving the Need/Timing of Board Meetings

Current Meeting Dates	Agenda Item
January 27, 2017	<ul style="list-style-type: none"> • 2018 Benefits Planning
February 19, 2017	<ul style="list-style-type: none"> • Approve Benefit Design Changes and Premium Strategy • Approve Open Enrollment Strategy (designate default plan)
June 1-2, 2017	<ul style="list-style-type: none"> • Consider Medicare Advantage Renewal Rates and Approve Benefit Design Changes
August 24-25, 2017	<ul style="list-style-type: none"> • Approve Contract Award, Third Party Administrative (TPA) Services • Hear Stakeholder Request for Benefit Changes
November 16-17, 2017	<ul style="list-style-type: none"> • 2019 Benefits Planning
Potential Special Meetings	
Late June/Early July	<ul style="list-style-type: none"> • Approve Medicare Advantage Benefit Design Changes, if needed
Late July/Early August	<ul style="list-style-type: none"> • Approve Premium Contribution Rates for 2018
September/October	<ul style="list-style-type: none"> • Approve TPA Contract Award, if more time needed

Next Steps

- Continue development of high-level agenda for the year
- Issue Board member survey for additional feedback on meeting content and scheduling workgroup meetings
- Follow up on other recommendations included in Segal report