Clinical Governance: Improving the Quality and Health of the Chapter

Meet Your Hosts

Your Presenters for Today’s Session:

- Lori Gagnon, Dir. of Governance, The IIA
- Donna Wiley, Chapter Relations Mgr., The IIA
- Paul Rosol, DR, Midwest District 4
Agenda

- Chapter Governance
- Chapter Compact
- Chapter Bylaws
- Chapter Standards
- Chapter Resources

Governance

Governance is the process of decision-making and the process by which decisions are implemented (or are not implemented).

What makes for **good** Governance?
What is Governance

Healthy governance is essential to organizational success and requires an open, trusting relationship among the board and the members of The IIA.

Chapter Governance

Characteristics of good governance:
- The rule of law
- Accountability
- Transparency
- Responsive
- Inclusive
- Effective and efficient
- Board engagement
Chapter Governance

• Governing Body as Management
  – Board of Governors
    • Bylaws define structure & term limits
    • Mission
      – Ensure members needs are being met

• Essential Practices:
  • Establishing a strong bylaw structure
    – New IIA recommended Chapter Bylaws
  • Familiarity of Roberts Rules of Order
    – Effectively preside over meetings

Chapter Governance

• Chapter Compliance:
  – Chapters operate as a small business
    • Exempted from Federal Taxes
    • (we are NOT a 501(c)3, non profit, exempted from sales tax)
    • Reference your state requirements
    • Reach out to your DR for guidance/questions
  – Abiding by all Government requirements
  – Following all Chapter Standards and reporting requirements
Chapter Board Plays an Important Role

- Participate and attend board meetings.
- Experience in a leadership position.
- Commit to promoting the chapter and IIA.
- Strategic thinking.
- Protect chapter assets.
- Succession planning
  - Formal strategy
  - Onboarding and transition annually.

Chapter Compact

I Agree ☐
• Why was the adoption of the Chapter Compact necessary?
  – Four (4) chapter fraud incidents
  • Safeguard assets
    – Remember, it’s the members money
  – Ensure the chapter is meeting its objectives:
    • Design to enhance accountability
      – Provide educational training and networking opportunities
      – Ensures a consistent member experience and enhances the accountability of both the chapter and The IIA
    • Profile financial safeguard

• What is the Chapter Compact?
  – Memorandum of Understanding
  – Relationship between the parties
  – Role and responsibilities
    • Of The IIA
    • Of the chapter
  – Mutual Coordination and Cooperation
2018-2019 Chapter Compact

- Changes are coming in 2018-2019
- Next Steps:
  - Letter to office officers and board members
  - High level overview at District Workshops
- Leader Orientation / Review with all leaders
  - Live Webinar over the summer
- President sign-off
  - Docu-sign
  - Annual attestation

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Breakout #1

BEAT THE CLOCK

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Chapter Bylaws

- New recommended framework
  - Why we made changes
    - Vetted with CRC
    - Vetted with IIA Legal
  - Here’s what's different
    - Chapter standards
    - Conflict of interest
    - Board approval
Chapter Bylaws

- Chapter Compact vs. Chapter Bylaws
  - Both require an annual review
- Chapter customization
  - Robert Rules of Order
  - Timeline
  - Current Chapter Bylaws vs. New Recommended Framework

Chapter Bylaws and your Chapter Members

- Chapter Bylaws should be available to your chapter members:
  - Chapter Website
  - Chapter Newsletters
  - Send as a PDF
- New Chapter Members
  - Should receive a copy of the chapter bylaws

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Cycle of Service

1. IIA Member
2. Chapter
3. CRC
4. NA Board
5. Global Board

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Breakout #2

LET’S TALK

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Bylaw Revisions

- How do you let your membership know and what do you let them know?
- What if the bylaws don’t tell you how to proceed? Then what do we do?
- How much time do you allow for their review?
  – All amendments need to be in writing!

Chapter Standards

STANDARDS
SHOW THE WAY TO SUSTAINABILITY

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Chapter Standards

- **WHO does it apply to?**
  - All North American Chapters

- **WHAT will it do for my chapter?**
  - Sustainability

- **WHERE can I find them?**
  - North American Chapter Manual
  - CAP 2.0 (Chapter Health)
  - Chapter Bylaws Template
  - Chapter Compact

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Chapter Standards

- **WHEN did they get implemented?**
  - January 2017
  - Changes coming

- **WHY were they implemented?**
  - Consistency across all chapters

- **HOW will they help my chapter?**
  - Member satisfaction

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### Annual Chapter Standards

#### Chapter Responsibility
- Maintain a minimum of 15 members
- Put forth a Slate of Officers by May 1st
  - Required key officers: President, President-Elect, Secretary, Treasurer, VP of Membership, VP of Programming

#### IIA Headquarters, District Advisors and Representatives Responsibility
- Provide resources to retrain members and to recruit non-members
- Assist with a Call for Volunteers

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#### Annual Chapter Standards

<table>
<thead>
<tr>
<th>Chapter Responsibility</th>
<th>IIA Headquarters, District Advisors and Representatives Responsibility</th>
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</thead>
</table>
| • Submit independently review financials utilizing the required template by August 31st along with a board approved budget  
  - Chapters can request up to a 45-day extension. Report must be submitted on later than October 15th or chapters will forfeit their allotment. | • Provide a standard template for consistency  
• Guidance for Independent Reviewer  
  - Pre-recorded Webinar |

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Annual Chapter Standards

Chapter Responsibility

– Deliver quality education to members thru a minimum of 8 hours of CPE’s annually

IIA Headquarters, District Advisors and Representatives Responsibility

• Provide resources:
  – Speaker executive request form
  – Speaker database
  – On Demand eLearning
  – Programs in a Box
  – Partnership Program

Annual Chapter Standards

Chapter Responsibility

• Sign and submit Governance Attestation
  – Review the Compact
  – Review the Bylaws
  – File required government forms, i.e., 990, 1044, etc.
  – Confirm Incorporation status is active

IIA Headquarters Responsibility

• Provide necessary guidance and timeline
Annual Chapter Standards and CAP 2.0

• Chapter Achievement Program (CAP) 2.0
  – Score Card reflecting chapter success
  – Chapter Standards
    • Reflects Chapter Health
    • Helps IIA HQ identify struggling chapters
    • Required to achieve CAP recognition
    • Confirms member services are being provided

Breakout #3
The Match Game

A game that features attendees racing to match the correct answers in a game of fill-in-the-blank.

<table>
<thead>
<tr>
<th>Financials</th>
<th>Programs</th>
<th>June 1st</th>
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<tbody>
<tr>
<td>Government</td>
<td>Education</td>
<td>October 15th</td>
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<tr>
<td>Chapter Compact</td>
<td>District Workshops</td>
<td>An Independent</td>
</tr>
<tr>
<td>Board</td>
<td>15 members</td>
<td>Incorporated</td>
</tr>
<tr>
<td>Academy</td>
<td>Template</td>
<td>Incorporation</td>
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<tr>
<td>Bylaws</td>
<td>Slate of Officers</td>
<td>Governance Attestation</td>
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<td>Membership</td>
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<td>8 CPEs</td>
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<tr>
<td>Webinars</td>
<td>May 15th</td>
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</tbody>
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The table that finishes first will receive extra raffle tickets
Breakout #3
14 Chapter Leader Training Webinars

- Academic Relations
- Advocacy
- Chapter Achievement Program
- Certification Reporting Portal
- Chapters Centers Liaison Kickoff
- Chapters of Excellence Program
- Chapter President/President-elect
- Chapter Programming
- Chapter Succession Planning
- Chapter Treasurer
- Independent Validation of Financial Records
- Membership
- Membership Reporting
- New Leader Orientation

Chapter Resources

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Chapter Resources

- District Representative and Advisor
- Chapter Relations Manager
- 2018 District Workshop
  - Training for all Officers, Committee Chairs and Board Members
- Chapter Leader Resources Website
  - Chapter Leader Training Webinars Series
    - 14 currently available
  - Manuals
    - North American Chapter Manual
    - Treasurer’s Manual
    - Academic Relation’s Manual
    - IIA Branding Manual

THANK YOU