



Trustee Education: Not Just Another Seminar

Facilitated Observations on the Front Lines of Care

Helping Trustees Support the Achievement of World-Class Quality & Safety, With a Direct Link to Financial Performance

“This was one of the most powerful experiences of my life. I wish I’d done it on the first day I became a trustee, 26 years ago. We are going to do this with every Trustee, every year.”

-- George Duncan, Chair, Board of Trustees, Lowell General Hospital, Lowell MA

Value Capture works with CEOs and Trustee chairs to facilitate a ½ day shared observation and discussion experience for the hospital’s governance team.

- Through facilitated observation on the hospital floor, trustees experience the quality of the care teams and see the challenges they face first hand.
- Through walking an essential supply or equipment path that flows through the hospital to help meet a patient need, board members witness the links between the stability of processes and quality, safety and financial performance.
- Through discussion that reflect on the observations and content provided by Value Capture, the Trustees come to a deeper understanding of the strategies required to reliably deliver perfect care, and their role in supporting Executive Teams to implement them.

The Value Capture Trustee Observation Experience program consistently produces increased Trustee commitment, increased knowledge, and greater alignment between Trustees and leadership teams determined to support the attainment of world class hospital performance. From progressive community hospitals to academic medical centers, it receives consistently outstanding evaluations from trustees and executive teams alike.

Value Capture works directly with the CEO to customize the session to meet the specific needs of the hospital, and works with the leadership team to ensure professional safety for everyone involved in the sessions including the front line care teams who are observed.

For more information, or to begin customizing a Trustee Observation Experience for your governance team, please contact:

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