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# DEMYSTIFYING DATA DRIVEN DECISION MAKING

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# CASE STUDY: BALANCING DATA AND INTUITION

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# Case Study- Board Evaluation

## Governance Risk Dashboard

2018

2019

**Board Governance Evaluation**

Clinical  
Governance

Clinical  
Governance

**Director Development and  
Skills Matrix Evaluation**

Director's  
Aged Care  
Sector Skills

Director's  
Aged Care  
Sector Skills

# Case Study- Board Evaluation

Key: ■ Yes ■ Yes, but qualified ■ No

Module	SubModule	Results Year 2018
STRATEGIC DIRECTION	Formulation	
	Oversight	
	Insight	
RISK MANAGEMENT AND COMPLIANCE	Trends and Issues in Aged Care Service Provision	
	Compliance	
	Risk Appetite and Tolerance	
	Risk Management	
	Risk Systems	
FINANCE	Director Financial Responsibilities	
	Financial Controls	
	Financial Planning	
GOVERNANCE OF CLINICAL CARE	Financial Reporting	
	Evaluating safety and quality	
	Genuinely partnering with consumers	
	Governing safety and quality	
	Leading a safe and quality culture	
GOVERNANCE RELATIONS		
	Safety and quality systems	
	Staff who deliver safe care	
BOARD COMPOSITION	Board Culture	
	Chair Role	
	Conflict of Interest	
	Director Induction	
	Director Roles and Responsibilities	
	Governance versus Management Roles	
	Relationship between the Board and CEO	
BOARD PROCESSES	Board Size	
	Board Skills	
	Committees Structures	
	Legal Structure	
STAKEHOLDER ENGAGEMENT	Succession Planning	
	Agenda and Papers	
CONTINUOUS REVIEW AND DEVELOPMENT	Board Annual Calendar	
	Board Meetings	
	Meeting Minutes	
	Stakeholder Communication	
	Stakeholder Influence	
	Board	
	CEO	
	Governance Policy	
	Remuneration	

# Case Study- Board Evaluation

Key: ■ Yes ■ Yes, but qualified ■ No ■ Unsure

De-Identified Individual Director Results

Module	SubModule									
STRATEGIC DIRECTION	Formulation									
	Insight									
	Oversight									
	Trends and Issues in Aged Care Service Provision									
FINANCE	Director Financial Responsibilities									
	Financial Controls									
	Financial Planning									
	Financial Reporting									
GOVERNANCE OF CLINICAL CARE	Evaluating safety and quality									
	Genuinely partnering with consumers									
	Governing safety and quality									
	Leading a safe and quality culture									
	Safety and quality systems									
	Staff who deliver safe care									
GOVERNANCE RELATIONS	Board Culture									
	Chair Role									
	Conflict of Interest									
	Director Induction									
	Director Roles and Responsibilities									
	Governance versus Management Roles									
	Relationship between the Board and CEO									
BOARD COMPOSITION	Board Size									
	Board Skills									
	Committees Structures									
	Legal Structure									
	Succession Planning									
	Board Meetings									
BOARD PROCESSES	Agenda and Papers									
	Meeting Minutes									
	Board Annual Calendar									
	Stakeholder Communication									
STAKEHOLDER ENGAGEMENT	Stakeholder Influence									
	Board									
CONTINUOUS REVIEW AND DEVELOPMENT	CEO									
	Governance Policy									
	Remuneration									
RISK MANAGEMENT AND COMPLIA..	Compliance									
	Risk Appetite and Tolerance									
	Risk Management									
	Risk Systems									

# Case Study – Sector Benchmark Evaluation Results

Key: ■ Yes ■ Yes, But Qualified ■ No ■ Unsure

## Sector Benchmark Results

### STRATEGIC DIRECTION



### RISK MANAGEMENT AND COMPLIANCE



### FINANCE



### GOVERNANCE OF CLINICAL CARE



### GOVERNANCE RELATIONS



### BOARD COMPOSITION



### BOARD PROCESSES



### STAKEHOLDER ENGAGEMENT



### CONTINUOUS REVIEW AND DEVELOPMENT



## Your Results

2018



# Case Study - Director Skills Matrix

Key: ■ Extensive Skills and Experience, No Training Required ■ Intermediate Skills and Experience, Some Training Required ■ Limited Skills and Experience, Training Required ■ No Skills and Experience, Training Required

De-Identified Director Individual Results

Module	SubModule											
PROFESSIONAL DIRECTOR SKILLS	Strategy											
	Finance											
	Corporate Governance											
	Business Management											
	Community Member											
	Human Resources											
	Information Technology											
	Legal											
	Marketing and Communication											
	Organisation Knowledge											
	Quality and Risk											
AGED CARE SECTOR SKILLS	Aged Care System											
	Asset Management											
	Clinical Governance											
	Data Analysis											
	Marketing and Promotion/Business											
	Quality Improvement Theory and Methods											
CULTURE	Asking the right questions											
	Board Relationships											
	Diversity and Inclusion											
	Emotional Intelligence											
	Person-Centred											
	Personal Attributes											
	Personal Behavioural Styles											
	Self-Regulation											
	Unconscious Bias											
CONTRIBUTION	Confidentiality and Cyber Security											
	Governance v Management											
	Individual Director Development Plan											
	Informed Decision Making											
	Preparedness											
	Roles and Responsibilities											
GOVERNANCE DEVELOPMENT	Understanding the business											
	Strategy											
	Finance											
	Risk Management											
	Service Quality											
	Stakeholder Engagement											
	Corporate Governance											
	Board Leadership Roles											
	Culture and Contribution											

# Case Study - Board Evaluation

Key: ■ Yes ■ Yes, but qualified ■ No

Module	SubModule	2018	Results Year	2019
STRATEGIC DIRECTION	Formulation			
	Oversight			
RISK MANAGEMENT AND COMPLIANCE	Insight			
	Trends and Issues in Aged Care Service Provision			
	Compliance			
	Risk Appetite and Tolerance			
	Risk Management			
FINANCE	Risk Systems			
	Director Financial Responsibilities			
	Financial Controls			
	Financial Planning			
	Financial Reporting			
GOVERNANCE OF CLINICAL CARE	Evaluating safety and quality			
	Genuinely partnering with consumers			
	Governing safety and quality			
	Leading a safe and quality culture			
	Safety and quality systems			
	Staff who deliver safe care			
GOVERNANCE RELATIONS	Board Culture			
	Chair Role			
	Conflict of Interest			
	Director Induction			
	Director Roles and Responsibilities			
	Governance versus Management Roles			
	Relationship between the Board and CEO			
BOARD COMPOSITION	Board Size			
	Board Skills			
	Committees Structures			
	Legal Structure			
	Succession Planning			
BOARD PROCESSES	Agenda and Papers			
	Board Annual Calendar			
	Board Meetings			
STAKEHOLDER ENGAGEMENT	Meeting Minutes			
	Stakeholder Communication			
	Stakeholder Influence			
CONTINUOUS REVIEW AND DEVELOPMENT	Board			
	CEO			
	Governance Policy			
	Remuneration			



# Case Study – Board Evaluation Comparison

## 2018 Results

GOVERNANCE OF CLINICAL CARE	1	2	3	4	5	6	7	8	9
Evaluating safety and quality	Yellow	Red	Red	Red	Red	Yellow	Red	Red	Green
Genuinely partnering with consumers	Yellow	Red	Red	Red	Red	Red	Red	Blue	Yellow
Governing safety and quality	Red	Yellow	Red	Red	Red	Yellow	Yellow	Yellow	Green
Leading a safe and quality culture	Yellow	Yellow	Red	Red	Yellow	Yellow	Yellow	Yellow	Yellow
Safety and quality systems	Yellow	Green	Red	Yellow	Yellow	Yellow	Yellow	Red	Green
Staff who deliver safe care	Green	Green	Red	Yellow	Yellow	Green	Yellow	Green	Green

## 2019 Results

[illegible]

# Case Study – Director Skills Matrix Comparison

## 2018 Results



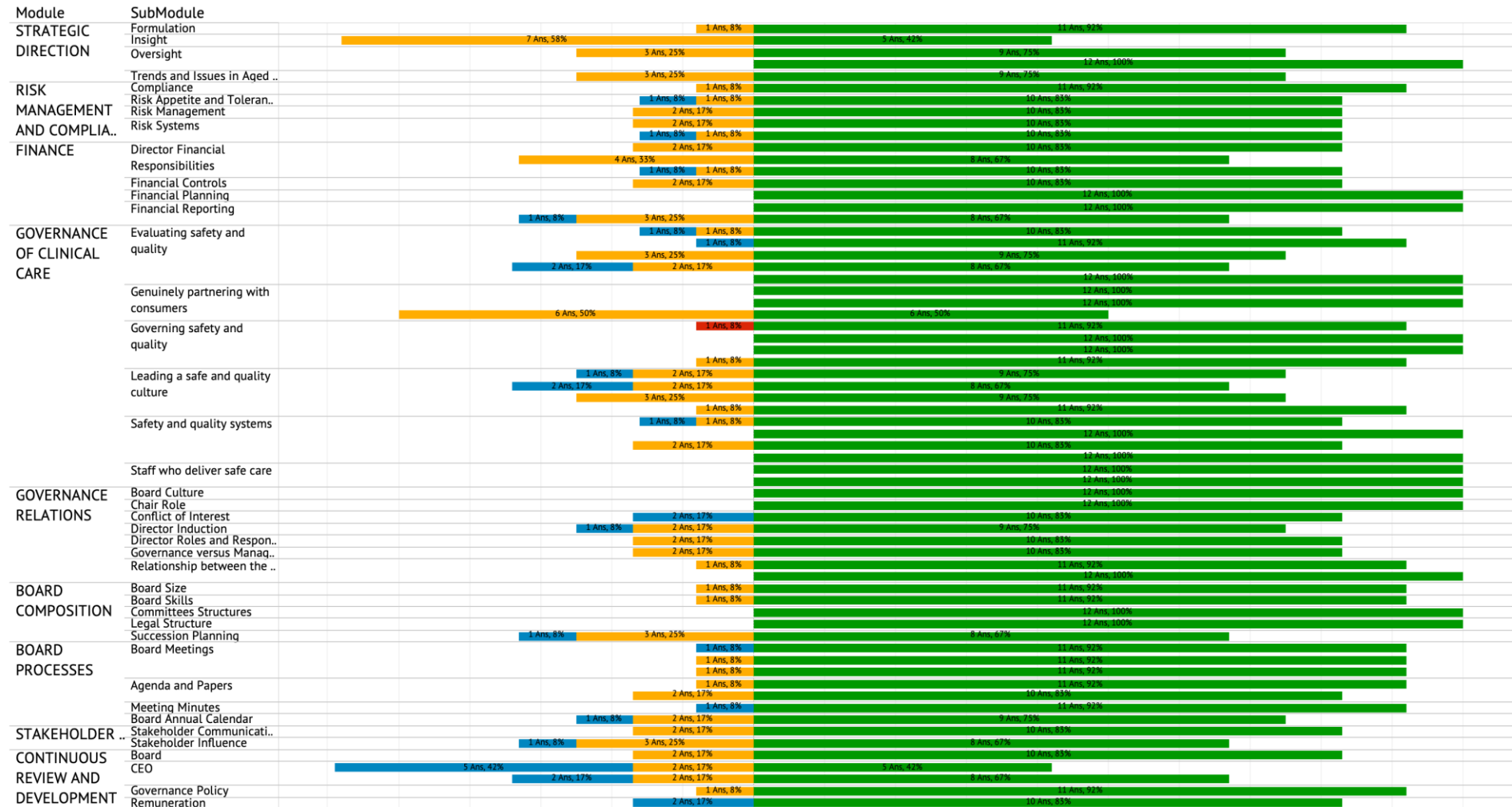
## 2019 Results



# Case Study

## - The Watermelon Effect

Key: ■ Yes ■ Yes, But Qualified ■ No ■ Unsure



# How we can help you

## Give away – copy of webinar

- We will send you a free video of this webinar

## Book a demonstration

- Contact us directly for a demonstration of how Governance Evaluator platform and services can be tailored to suit your organisation

# Contact Us

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# THANK YOU

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