

**ILLINOIS ASSOCIATION OF HEALTH CARE QUALITY  
RULES AND PROCEDURES  
2008**

<b>TABLE OF CONTENTS</b>	<b>PAGE</b>
BOARD OF DIRECTORS	2
PRESIDENT	4
PRESIDENT-ELECT	5
PAST PRESIDENT	7
TREASURER	7
GENERAL FINANCE GUIDELINES	8
SECRETARY	9
MEMBERS-AT-LARGE REPRESENTATIVE	11
BYLAWS COMMITTEE	12
MEMBERSHIP	13
NOMINATING COMMITTEE	14
PUBLICATIONS COMMITTEE	14
<b>TECHNOLOGY COMMITTEE</b>	<b>14</b>
PROGRAM COMMITTEE	15
RECORD RETENTION POLICY	17
MANAGEMENT COMPANY	18

ILLINOIS ASSOCIATION OF HEALTH CARE QUALITY  
RULES AND PROCEDURES

**IAHQ BOARD OF DIRECTORS**

Activities of the Board of Directors will be in accordance with the Bylaws, Guidelines, Rules and Procedures and Policies of IAHQ. In addition, individual officers and representatives will carry out responsibilities and duties as stated in their position descriptions.

1. Board Members

- 1.1 Board members will monitor trends and needs in healthcare and professionally related fields and the potential implications for the quality management professional.
- 1.2 Board members will formulate objectives and develop corresponding short and long-range action plans pertinent to their areas of responsibility within the Association.
- 1.3 Board members will be responsible for strategic and long-range planning for the Association.

2. Procedural Policies

- 2.1 The Board will designate the individual responsible for communication with legal counsel when indicated.
- 2.2 A copy of all official letters will go routinely to the President and Secretary.
- 2.3 Outgoing Board members will supply incoming members with Orientation Checklist and discussion, either in person or via telephone, and transfer pertinent files and supplies to the successor at the end of their appointed term.
- 2.4 Members of the Board, administrative office or committee will not permit the use of their names in the official capacity of the association in connection with advertising any commercial products or endorsing privately published material.
- 2.5. When the President deems it necessary and needs to poll the Board of Directors, the electronic responses should be sent to all members to view the responses.

3. Board Meetings (Bylaws: Article XI, Section 2,4)

- 3.1 Board meetings will be held quarterly or more frequently if deemed necessary by the Board. Business may be conducted via teleconference call and/or by postal or electronic mail.
- 3.2 Board members will assure that committee recommendations, minutes, and progress reports are submitted for inclusion in the Board agenda prior to the Board meeting.

- 3.3 Agenda items may be submitted in writing by any Board member by notifying the President in advance of the Board meeting.
- 3.4 Board members are required to attend all meetings, staying until adjournment, unless otherwise arranged with the President.
- 3.5 For purposes of a quorum, minutes of the Board will reflect the presence or absence of a Board member.
- 3.6 An executive session of the Board may be called at the President's discretion, or if he/she is requested to do so by four (4) or more voting members of the Board.
- 3.7 The President, in conjunction with Board members, will make the arrangements for the meeting facilities.
  
4. Board Interaction with Committees
  - 4.1 The Board will provide ongoing direction and support to committees, task forces and other appointed bodies.
  - 4.2 The Board will assess, on a regular basis, the role, function and performance of committees, task forces and other appointed bodies and take action as necessary.
  - 4.3 The Board will consider committee reports and vote on recommendations as stated, gathering additional information and input as needed.
  - 4.4 The Board will provide prompt and complete feedback through the committee chairs, task forces, and other appointed bodies regarding Board action on recommendations.
  
5. Board Activities as to Budget
  - 5.1 The Board will determine budget format and required supporting documentation for budget presentation.
  - 5.2 The Board will consider the proposed budget presented by the Treasurer, amending it as necessary, taking into consideration long and short-term plans and the current economic status of the Association.
  - 5.3 The Board will review the budget on an ongoing basis, making adjustments as needed.
  
6. Board Interaction with the Membership
  - 6.1 The Board will serve the membership by clarifying and interpreting Board actions.
  - 6.2 Board members will submit reports of their activities to the membership at or before the annual meeting.
  - 6.3 Board members will be voting members during the proceedings of the Annual Meeting of the Association.
  
7. Travel Reimbursement Policy
  - 7.1 Board members' travel expenses for Board meetings will be reimbursed in accordance with the IAHQ General Finance Guidelines.
  
8. Bonding
  - 8.1 Board members, when appropriate, at the discretion of the president may be subject to bonding.

## **PRESIDENT**

The President is elected to a term of office of two years and will assume the duties of the office on July 1st (Bylaws: Article VI, Section 2).

### **Responsibilities and Duties**

1. General
  - 1.1 The President is the Chief Executive Officer of the Association and shall supervise the activities of the Association.
  - 1.2 In order to carry out the duties of the office effectively, the President will:
    - 1.2.1 be familiar with and assure adherence to IAHQ Bylaws, Rules and Procedures, Strategic Plan, etc.
    - 1.2.2 promote membership participation in IAHQ activities
    - 1.2.3 Promote and encourage satisfactory work of officers, members at large, committees, and the administrative office
    - 1.2.4 promote organizational and membership growth
    - 1.2.5 promote good public relations
    - 1.2.6 maintain an active interest in regional activities
    - 1.2.7 strive to maintain a positive liaison with other health related organizations and work toward mutual goals
    - 1.2.8 report the year's activities at the Annual Meeting of the Association
    - 1.2.9 maintain an open channel of communication with the management company, the Board, and the membership.
2. Administration
  - 2.1 The President will ensure distribution of the current Bylaws and Rules and Procedures to the officers, members at large and committee chairs.
  - 2.2 Prior to taking office, the President will appoint the chairpersons and members of all standing committees.
  - 2.3 The President will review duties and responsibilities with officers, members at large, and committee chairs following their election or appointment.
  - 2.4 The President will communicate with officers, members at large, and committee chairs to keep them informed of developments relevant to their duties.
  - 2.5 The President will attend committee meetings as necessary to provide input to the committee regarding IAHQ's overall activities and business relating to the specific functions of the committee, except the Nominating Committee.
  - 2.6 The President will attend the annual NAHQ conference. Expenses such as but not limited to travel, lodging and food will be paid by IAHQ.

### 3. Meetings

- 3.1 The President will preside at all meetings of the Association and serve as Chairperson of the Board of Directors (Bylaws: Article VIII, Section 1).
- 3.2 The President will prepare the agenda for the Board of Directors meeting.
- 3.3 The President will prepare an annual report for submission and presentation at the IAHQ Annual Meeting, including
  - 3.3.1 a report of Board actions and/or recommendations from committees
  - 3.3.2 a summary of achievements.

### 4. Communications

- 4.1 The President will prepare a "President's Message" for publication in each issue of the Interchange newsletter.
- 4.2 The President will contribute news items of interest to the Publications Chairperson for the Interchange newsletter.
- 4.3 The President will retain a copy of all important/pertinent correspondence, in accordance with the Retention Policy.
- 4.4 The President will present a welcoming address at the Association's Annual Conference.

### 5. Qualifications for President

The President, as the Association's chief executive, requires certain attributes to carry out the Association's activities effectively. Therefore, the nomination of any individual should be based upon certain guidelines that the person will be:

- 5.1 a healthcare professional who holds active membership in IAHQ
- 5.3 a member who has made significant contributions to the development of the Association, on a national, state or local level
- 5.4 a member who has made significant contributions to the development of the role of the quality management professional, on a national, state or local level
- 5.5 a member who has previous IAHQ Board experience or IAHQ committee experience
- 5.6 a member who is willing and able to serve as spokesperson for the Association
- 5.7 a member who indicates the willingness and ability to spend a great deal of time in the performance of the duties of office.

## **PRESIDENT-ELECT**

The President-Elect will have a term of office of two years and will assume the duties of office on July 1st. (Bylaws Article VI, Section 2).

### Responsibilities and Duties

- 1. General

- 1.1 The President-Elect will perform all duties assigned by the President; become familiar with and prepare for the duties of the office of President
- 1.2 The President-Elect will make committee chair appointments for his/her coming term of office.
  - 1.2.1 The President-Elect will be responsible for the timely completion and distribution of committee Show of Interest forms
  - 1.2.2 The President-Elect will appoint the committee chairpersons and submit those appointments for approval to the Board of Directors.
- 1.3 The President-Elect will become familiar with the IAHQ Mission, Objectives, Bylaws, Rules and Procedures, Strategic Plan and the mechanism for conducting IAHQ business.

## 2. Specific

The President-Elect in order to prepare for the duties of office of President, will:

- 2.1 serve as ex-officio member of all committees other than the Nominating Committee
  - 2.2 participate in all telephone conference calls
  - 2.3 maintain regular communication with the current President
  - 2.4 be aware of budget concerns
  - 2.5 be familiar with mechanisms for conducting business
  - 2.6 know parliamentary procedure, IAHQ Bylaws, Rules and Procedures, Board functions, and how to organize, prepare for and conduct meetings.
3. The President-Elect will act as chairperson of Strategic Planning, and be responsible for assuring that committee quarterly reports are submitted to the Board for reporting purposes.
    - 3.1 the President-Elect prior to taking office will:
      - 3.1.1 provides orientation to new board members
      - 3.1.2 monitors the progress of work groups to ensure deadlines are met.
  4. Mail the Strategic Planning document to Board members and give working guidelines and goals to committees.
  5. The President-Elect will assume other responsibilities as designated by the President.

## 6. Qualifications for President-elect

The President-elect requires certain attributes to carry out the Associations activities effectively. Therefore, the nomination of any individual should be based upon certain guidelines that the person will be:

- 6.1 a healthcare professional who holds active membership in IAHQ
- 6.2 a member who has made significant contributions to the development of the Association, on a national, state or local level
- 6.3 a member who has made significant contributions to the development of the role of the quality management professional, on a national, state or local level

- 6.4 a member who has previous IAHQ Board experience or IAHQ committee experience
  - 6.5 a member who is willing and able to serve as spokesperson for the Association
  - 6.6 a member who indicates the willingness and ability to spend a great deal of time in the performance of the duties of office.
7. The President-Elect will obtain a presidential plaque for and present it to the outgoing President at the Annual Meeting.

## **PAST PRESIDENT**

1. Appointment
  - 1.1 Past President will assume the role as a member of the Board of Directors at the close of the annual meeting after having served as the President for the preceding two years.
2. Purpose
  - 2.1 The purpose of maintaining the Past President on the Board is to provide continuity of the IAHQ Association activities and allow an orderly transition of office.
3. Responsibilities
  - 3.1 The immediate Past President shall serve as a voting member of the Board of Directors for the 2 years following conclusion of term of office.
  - 3.2 Comply with the duties of Directors as specified in the Rules and Procedures.
  - 3.3 Serve in an advisor capacity to the President and the Board of Directors.
  - 3.4 Serve as liaison to the Bylaws and Procedure Committee.
  - 3.5 Assist the President as needed.
  - 3.6 Invoke Bylaws annually and as necessary.

## **TREASURER**

The Treasurer is elected to a term of office of two years and will assume the duties of the office on July first. In the event the Treasurer cannot fulfill the duties of the office, the President, with the approval of the Board of Directors, will appoint an individual to complete the term (Bylaws: Article VI, Section 2 and 3).

### **Responsibilities and Duties**

1. The Treasurer is responsible for the acceptance and custody of all money and payment of all bills incurred in the management of the Association, as authorized by the Board of Directors, within budgetary constraints.
  - 1.1 The Treasurer will supervise the delegation of the receipt and payment to the administrative office, but will retain the responsibility of reviewing and approving all receipts and expenditures.

2. The Treasurer will prepare and submit to the Board a quarterly financial report.
  - 2.1 The report will include an accounting of receipts and expenditures for the preceding quarter.
  - 2.2 The report will include a comparison with the approved budget with detailed explanation in situations where expenditures do not concur with the budget.
  - 2.3 Semiannual financial report will be published in the membership newsletter.
  
3. When directed by the Board, the Treasurer will work closely with an accountant to ensure the accuracy of the financial records.
  
4. When directed by the Board, the Treasurer will provide auditors with a complete set of records and supporting documents for receipts and expenditures.
5. In conjunction with the accountant, the Treasurer will direct and approve the preparation of tax reports.
  
6. The Treasurer will prepare an annual report to be submitted to the Board of Directors.
  
7. The Treasurer will turn over all financial records in good order to his/her successor.
  
8. The Treasurer will perform other functions that are usual and customary for the office of Treasurer.
  
9. **Qualifications for Treasurer**  
 The Treasurer, as an officer of IAHQ, is expert in financial matters and will be expected to guide the Association in such management. In order to perform the duties of this office, qualifications for nomination include:
  - 9.1 a healthcare professional who holds active membership in IAHQ and demonstrates leadership skills.
  - 9.2 a person who has experience as an officer in other professional, social or civic organizations which has prepared the individual for the duties of Treasurer
  - 9.3 a member who indicates the willingness and the ability to spend the time necessary in the performance of the duties of the office
  - 9.4 previous experience as Treasurer of an organization or member of a finance committee is preferred.

## **GENERAL FINANCE GUIDELINES**

1. **Travel Expenses**
  - 1.1 All expenses must be reported on an Expense Report and submitted to the Treasurer within 30 days of the incurred expense.

- 1.2 Receipts must be attached to the Expense Report. In lieu of receipts for expenditures under \$20.00, an explanatory note may be attached. Unverified expenditures shall be deducted from total reimbursement.
- 1.3 Whenever practical, the most economical class and most direct route will be used for travel. Reservations for air travel will be made, when possible, thirty (30) days in advance of travel. Reimbursement, when traveling by private car, will be at the rate of prevailing federal guidelines.
2. Capital Expenditures
  - 2.1 Any item costing over \$100.00 and having a life of over one year is considered to be a capital expenditure.
  - 2.2 Proposed purchases will be submitted with a justification statement to the Board for approval prior to purchase.
3. Operating Expenses
  - 3.1 The treasurer has authority to receive for the Association all monies and pay bills incurred on behalf IAHQ with the following limitations:
    - 3.1.1 those expenditures exceeding the guidelines of the current budget must have Board approval prior to commitment and/or payment
    - 3.1.2 those expenditures exceeding \$500.00 and not elsewhere delineated as authorized expenditures must be co-signed by the Treasurer and President.
    - 3.1.3 the President, Chairpersons of Committees and the Board of Directors are responsible for written approval of all expenditures that exceed the annual budget by \$500.00.
  - 3.2 The treasurer has authority to pay all expenses approved in the budget.
4. Financial Policies Regarding Accounts
  - 4.1 Accounts will be retained in an FDIC insured bank. Appropriate officers' signatures will be revised annually, and will be obtained during the Annual Conference.
5. Registration Fee
  - 5.1 Upon request and at the discretion of the President, Active Past Presidents will receive a discount on all Annual Conference registration fees.
6. Membership Fee
  - 6.1 The annual membership fee is waived for all current Board members.
7. Budget Forecast
  - 7.1 The treasurer will prepare the next Fiscal Year Budget, the budget will be submitted to the Board members at the meeting prior to the Annual Conference.

## **SECRETARY**

The Secretary is elected to a term of office of two years and will assume the duties of the office on July 1. In the event the Secretary cannot fulfill the duties of the office, the

President with the approval of the Board of Directors, will appoint an individual to complete the term (Bylaws: Article VI, Section 2 and 3).

## Responsibilities and Duties

1. General
  - 1.1 The Secretary is responsible for recording the minutes of all meetings of the Board of Directors of the Association and acts as the Association's parliamentarian.
  - 1.2 In order to effectively carry out the duties of the office, the Secretary will:
    - 1.2.1 be familiar with and assure adherence to the IAHQ Bylaws, Rules and Procedures
    - 1.2.2 promote membership participation in IAHQ activities
    - 1.2.3 promote organization and membership growth
    - 1.2.4 promote good public relations
    - 1.2.5 promote effective communication among the Officers, Member-At-Large Representatives, Committees and the Administrative Assistant.
    - 1.2.6 be responsible as board liaison to committees and task forces, as appointed by the President
    - 1.2.7 perform other duties as is usual and customary to the office, or as designated by the President.
2. Administration
  - 2.1 The Secretary will record the minutes of all meetings of the Board of Directors and forward a draft of the minutes to the President.
  - 2.2 The Secretary will review the minutes of all meetings of the Board of Directors for accuracy and clarity prior to distribution.
  - 2.3 The Secretary will assist in the preparation of official correspondence originating with the Board of Directors, as requested.
  - 2.4 The Secretary will be responsible for custody of the Association's books, records, and files or supervise the delegation of said responsibility.
  - 2.5 The Secretary will affix his/her signature to official documents.
3. Meetings
  - 3.1 The Secretary will record the proceedings of all meetings of the Board of Directors.
  - 3.2 The Secretary will serve as parliamentarian to ensure that all meetings of the Board of Directors are conducted in an orderly manner.
4. Communications
  - 4.1 The Secretary will ensure timely completion of the minutes of all meetings of the Board of Directors.

## 5. Qualifications for Secretary

The Secretary, as the Association's officer charged with maintaining records, should be nominated based on known organizational ability. Therefore, nomination should be based upon certain guidelines that an individual should be:

- 5.1 a healthcare professional who holds active membership in IAHQ
- 5.2 a member who has made significant contributions to the development of the role of the quality management professional, on a national, state or local level
- 5.3 a member who indicates the willingness and ability to spend a great deal of time in the performance of the duties of the office.

## **MEMBER-AT-LARGE REPRESENTATIVE**

The Member-At-Large Representative is elected to a term of office of two years and will assume the duties of the office on July 1st. In the event a Member-At-Large Representative cannot fulfill the duties of the office, the President, with the approval of the Board of Directors, will appoint an individual to complete the term (Bylaws: Article VI, Section 2 and 3).

As an elected representative to the Board of Directors, he/she will represent the opinions and act on behalf of the members of the specialty area which he/she represents.

### Responsibilities and Duties

1. General
  - 1.1 The Member-At-Large Representative will attend all Board of Directors meetings and IAHQ Educational Conferences, when possible.
  - 1.2 To represent the members of the specialty area effectively, the representative will:
    - 1.2.1 be familiar with the IAHQ Strategic Plan, Mission, Objectives, Bylaws, Rules and Procedures
    - 1.2.2 enlist participation of the specialty area members in IAHQ activities, committees, and task forces
    - 1.2.3 serve as a resource person for the members of specialty area.
    - 1.2.4 serve as a liaison between IAHQ and the specialty area being represented
    - 1.2.5 ascertain educational needs of the specialty area for Annual Conferences and communicate these needs to the Board of Directors, as appropriate
    - 1.2.6 respond to specialty area members individually or as a group, as requested and indicated, whenever possible.
  - 1.3 the Member-At-Large Representative will encourage membership growth and active participation by:
    - 1.3.1 identifying potential members and soliciting their membership
    - 1.3.2 promoting participation in committee activities by obtaining names of volunteers willing to accept committee assignments
  - 1.4 The Member-At-Large Representative will be cognizant of healthcare quality activities and other healthcare related activities that are planned or occurring within the specialty area.
  - 1.5 The Member-At-Large Representative will perform such other duties as may be from time to time directed by the President and/or Board of Directors.

2. Communications
  - 2.1 The Member-At-Large Representative will channel suggestions to the Nominating Committee and to the President as to members within the specialty area who have contributed to the development of the role of the quality management professional and may be considered potential candidates for leadership as an officer.

## **BYLAWS COMMITTEE**

1. Appointment
  - 1.1 The Chairperson will be appointed by the President for two years and be a voting member of the Board.
2. Responsibilities and Duties
  - 2.1 Representation on the Committee will be encouraged to include representation from a cross section of the membership.
  - 2.2 It is the responsibility of this Committee to review the IAHQ Bylaws, Rules and Procedures to determine correlation with actual practice of the Association.
  - 2.3 The Committee will make recommendations for change of the Bylaws to the Board as appropriate. The Committee will be permitted to correct numbers, punctuation, and make other such technical changes to the Bylaws as may be necessary.
  - 2.4 The Committee will review guidelines submitted by the officers and committees and make recommendations for appropriate changes to reflect correlation with actual practice of the Association.
  - 2.5 The Committee will act on resolutions approved by the Board, as appropriate.
  - 2.6 The Committee will receive a copy of the NAHQ Bylaws for review to ensure that state bylaws conform to those of the National Association.
3. Meetings
  - 3.1 The committee will conduct its business via teleconference or postal or electronic mail when necessary.
4. Chairpersons Responsibilities and Duties
  - 4.1 The Chairperson will schedule and coordinate all committee meetings.
  - 4.2 The Chairperson will notify committee members prior to the meeting/teleconference.
  - 4.3 The Chairperson will prepare and distribute an agenda prior to the meeting.
  - 4.4 The Chairperson will prepare and submit a quarterly report to the IAHQ Board of Directors.
  - 4.5 The Chairperson will appoint a recorder to take minutes of meetings.

- 4.6 The Chairperson will submit minutes to the Committee members, Secretary, President, and President-Elect.
- 4.7 The Chairperson will become familiar with IAHQ Bylaws and Rules and Procedures.

## **MEMBERSHIP/NOMINATING COMMITTEE**

1. Appointment
  - 1.1 The Chairperson will be appointed by the President for two years and be a voting member of the Board.
2. Responsibilities and Duties for Membership
  - 2.1 Representation on the Committee will be encouraged to include representation from each of the specialty areas.
  - 2.2 The Committee will assist in the promotion of growth and development of IAHQ membership.
  - 2.3 The Committee will recruit membership on a local level.
  - 2.4 The Committee will coordinate with the President's office the design and development of a "new member" packet.
  - 2.5 The Committee will periodically review new membership applications to determine geographic and demographic data on members.
  - 2.6 The Committee will conduct a periodic needs assessment survey.
3. Meetings
  - 3.1 The Committee will convene a meeting as the need arises.
    - 3.1.1 Meetings will be held through teleconference calls, postal or electronic mail, or person-to-person.
4. Responsibilities and Duties of Chairperson
  - 4.1 The Chairperson will schedule and coordinate all committee meetings with the President.
  - 4.2 The Chairperson will notify committee members in advance.
  - 4.3 The Chairperson will prepare and distribute an agenda prior to the meeting.
  - 4.4 The Chairperson will prepare and submit a quarterly report to the IAHQ Board of Directors.
  - 4.5 The Chairperson will appoint a recorder to take minutes of meetings.
  - 4.6 The Chairperson will submit minutes to the Committee members, IAHQ Secretary, President, and President Elect.
  - 4.7 The Chairperson will review the membership reports provided by the management company.
  - 4.8 The Chairperson will review reports on dropped members provided by the management company.
  - 4.9 The Chairperson will respond to members' complaints/concerns that deal with membership issues.

## **NOMINATING RESPONSIBILITIES**

### 5. Appointment

The Chairperson will be appointed by the President for two years and be a voting member of the Board.

### 6. Responsibilities and Duties

- 6.1 Representation on the Committee will be encouraged to include representation from a cross section of the membership.
- 6.2 Identify a slate of nominees for general election; members will contact Board members to identify potential candidates for nomination
- 6.3 Develop a schedule for Nominating Committee activities
- 6.4 Develop forms for nomination candidate profile and ballots
- 6.5 Elections may be done at the Annual Meeting or by ballot distribution.
- 6.6 Election results are published in the IAHQ newsletter.

### 7. Responsibilities and Duties of Chairperson

- 7.1 The Chairperson will coordinate all activities of the Nominating Committee.

## **PUBLICATIONS COMMITTEE**

### 1. Appointment

- 1.1 The Chairperson will be appointed by the President for two years and be a voting member of the Board.

### 2. Responsibilities and Duties

- 2.1 Representation on the Committee will be encouraged to include representation from a cross section of the membership.
- 2.2 The Committee will review and edit text for content and layout for publication in the Association's newsletter.

### 3. Publication Distribution

- 3.1 The quarterly publication will be distributed to the membership at no charge.
- 3.2 Membership directory will be published on the web site at no charge.

## **TECHNOLOGY COMMITTEE**

### 1. Appointment

- 1.1 The Chairperson will be appointed by the President for two years and be a voting member of the Board.

### 2. Meetings

- 2.1 The Committee will convene a meeting as the need arises.
  - 2.1.1 Meetings will be held through teleconference calls, postal or electronic mail, or person-to-person.

### 3. Responsibilities and Duties of Chairperson

- 3.1. The Chairperson shall advise the Board of Directors of the best methods to utilize state-of-the-art technology for communication and education of IAHQ members.
- 3.2. The Chairperson shall act as the liaison with the Web developer to design and make the web page functional for IAHQ's needs.
- 3.3. The Chairperson or designee shall work with other chairpersons to communicate and keep current items on web-page.
- 4. The Chairperson shall assist in implementation of the strategic plans as follows
  - Track hits on web page (to determine member utilization)
  - Expand Information and services available on-line
  - Establish and market an on-line job search database
  - Identify "links" to be added to web-page
  - Assist with on-line newsletter
  - Develop List-serve
  - Develop special areas of interest for members on the website

## PROGRAM COMMITTEE

- 1. Appointment
  - 1.1 The chairperson will be appointed by the President for two years and be a voting member of the Board.
  - 1.2 The chairperson will have served at least one year as a committee member on the Program Committee prior to appointment.
  - 1.3 At least three members from the previous year's Committee will be appointed to provide continuity.
- 2. Responsibilities and Duties
  - 2.1 Representation on the Committee will be encouraged to include representation from a cross section of the membership.
  - 2.2 The Committee will plan and conduct the Annual Educational Conference as well as other educational offerings to meet the educational needs of specialized groups of members and of all members.
  - 2.3 The Committee will annually evaluate the professional and educational needs of the membership, being cognizant of current and future trends in the field of healthcare management. The Committee will:
    - 2.3.1 evaluate previous programs for comments concerning the types of programs suggested, as well as the expressed needs regarding the content
    - 2.3.2 after a conference, provide a summary evaluation to the Board as well as to the membership through the newsletter.

- 2.4 Registration fees and honorarium policies will be recommended by the Committee and approved by the Board.
  - 2.5 The dates of the program will be designated by the Board.
  - 2.6 Will assign a Committee member to obtain continuing education hours from the proper agencies. Notification of the meeting and printed programs will reflect the assigned hours by each agency.
  - 2.7 The Committee will be responsible for hospitality arrangements for the Annual Educational Conference, and will
    - 2.7.1 plan optional activities
    - 2.7.2 assign members of the Program Committee to meet and greet speakers
    - 2.7.3 assign members of the Program Committee to introduce speakers at the time of their presentations.
  - 2.8 The Committee will attend to the coordination of all aspects of the conference, including:
    - 2.8.1 prepare the budget for the conference
    - 2.8.2 selection of the conference site (location, meeting rooms, vendor display area, guest rooms, restroom facilities, audio equipment, menus, safety features, parking and local attractions)
    - 2.8.2 speakers (including biography of each speaker and his/her conference needs)
    - 2.8.3 selection of a theme that identifies the overall objectives of the conference
  - 2.9 The Committee will evaluate the success of the
    - 2.9.1 preparing an evaluation form to:
      - a. evaluate the program,
      - b. evaluate the hotel,
      - c. evaluate each speaker, and
      - d. distributing, collecting and tallying the program, hotel and speaker evaluation forms during the Conference.
3. Chairperson's Responsibilities and Duties
- 3.1 The Chairperson will schedule and coordinate all committee meetings, including:
    - 3.1.1 notifying Committee members of meetings in advance
    - 3.1.2 preparing and distributing an agenda prior to the meeting.
    - 3.1.3 submitting minutes to the Committee members, IAHQ Secretary, President, President-Elect, and Treasurer.
  - 3.2 The Chairperson is responsible for notifying the President of potential guest speakers. He/she will provide written bibliographies and confirmation of all presenters for the Conference.
  - 3.3 The Chairperson will write, or cause to be written, notes of appreciation to all guest speakers of any function.
  - 3.4 The Chairperson will prepare and submit a quarterly report to the IAHQ Board on the Committee's progress.

- 3.5 The Chairperson will plan the program for the Annual Educational Conference to allow for adequate promotion of the Conference.
- 3.6 The Chairperson will coordinate the preparation, distribution and marketing of the conference notices 5-6 weeks prior to the conference.
- 3.7 The Chairperson will present a program for the Annual Conference to the Board for approval and coordinate arrangements within the time frame established by the Board, including
  - 3.7.1 preparing a program agenda and handouts
  - 3.7.2 preparing a list of all registered attendees
  - 3.7.3 preparing name badges for each registered attendee
  - 3.7.4 preparing a continuing education certificate for each registered attendee
  - 3.7.5 purchasing one gift for each registered attendee
  - 3.7.6 coordinate staffing the registration table including:
    - 3.7. 6.1 two committee members present one hour prior to conference
    - 3.7. 6.2 providing the following for walk-in registrations:
      - 1. blank name badges
      - 2. blank continuing education certificates
      - 3. extra program agenda and handouts
      - 4. extra gifts
    - 3.7.7 securing all necessary equipment for each speaker.
- 3. 7 The Chairperson will assign appointed Committee members to liaison roles for select speakers from initial contact, coordination of materials, introduction at conference through post conference contact.
- 3. 8 The Chairperson will designate Committee members to introduce all general session speakers.
- 3. 9 The Chairperson will prepare and maintain a balanced Annual Conference budget, as well as review the budget from the last year's conference, and present a post conference financial report at the following IAHQ Board meeting.

#### 4 Meetings

- 4.1 The Committee will conduct monthly (or more frequently as deemed necessary) meetings to plan, coordinate and execute a successful Annual Educational Conference.
- 4.2 The Committee will also conduct a post conference report that will be provided to the Board at the next scheduled meeting.
- 4.3 Other committee business shall be conducted by conference call and/or postal or electronic mail.
- 4.4 Annual Conference registration fees will be discounted for Program Committee members if they have attended the meetings and been active members of the process.

### **RECORD RETENTION POLICY**

Type of Record

Retention Period\*

Accounting

Auditors' reports/work papers	Permanent
Bank deposit slips	7 years
Bank statements, reconciliation	7 years
Budgets	2 years
Cash disbursements journal	Permanent
Employee payroll records (W-2, W-4, annual earning records, etc.)	7 years*
Annual financial statements	Permanent
Interim/Internal financial statements	3 years
Invoices	7 years

Corporate Records

Articles of Incorporation	Permanent
Constitution and Bylaws	Permanent
Minutes/Reports	Permanent
Authorizations and appropriations for expenditures	3 years
Contracts, generally	10 years*
Contracts, sales	4 years*

Taxes

Income tax returns	Permanent
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Committees

Final reports to Board	Permanent
Working papers, correspondence related to reports	2 years

Newsletter

Final editions	Permanent
Inquiry letters	1 year

\* An asterisk (\*) following a number signifies that the retention period begins after final payment, settlement, expiration, or termination.

**MANAGEMENT COMPANY**

The Management Company will be selected and hired by the President with concurrence of the Board of Directors to manage the general administrative duties of the Association (Bylaws: Article VIII, Section II). Any contract will be in effect from Annual Conference to Annual-Conference. An agreement may be terminated by either party, with 30 days written notice.

Responsibilities and Duties

1. The Management Company will maintain an updated membership list.
2. The Management Company will provide a set of membership mailing labels when purchased by a business or individual.
3. The Management Company will track individual memberships by:
  - 3.1 Receiving membership dues and recording payment dates
  - 3.2 mailing a membership packet to new and renewed members
  - 3.3 mailing checks to the Treasurer
  - 3.4 monitoring renewals and sending the Membership Chairperson an updated list upon request; including a list of members who have not renewed
  - 3.5 sending the annual membership expiration notices six weeks prior to the end of the calendar year
  - 3.6 sending a second notice 4 - 6 weeks after the first notice was issued.
4. The Management Company may assist the Program Chairperson with the Annual Conference by:
  - 4.1 preparing and mailing registration brochures to members and the appropriate health care directors at hospitals listed in the Illinois Hospital Association book
  - 4.2 processing returned registration forms, including maintaining an updated registration list (name, address, phone number, payment status), mailing checks and the registration form to the Treasurer after a photocopy-of the check is made with each registration form
  - 4.3 preparing registrants' packets which include a registration list, program outline, and speaker handouts
5. The Management Company will handle telephone calls regarding Association membership or conference registration and refer any inquiries to the appropriate Board member.
6. The Management Company will perform other administrative duties, as requested.
7. The Management Company will submit a written invoice to IAHQ each month for the prior quarter's services. The hourly wage will be negotiated and approved by the Board prior to beginning a contract, and annually thereafter.

Revised: April, 1995

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Revised: March 2002

Revised: November 2003

Revised: August 2005

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