governWell™
Better governance. Better healthcare.

READ THIS BEFORE EDITING YOUR GUIDEWELL™ DOCUMENTS

Welcome to GuideWell™. When edited and completed to your organization's specifications, these policies will set a clear expectation and standard for the manner and process in which certain situations and issues will be handled.

GuideWell™ is comprised of two sections:

1. IRS Form 990-Related Policies
   - Board Meeting Documentation
   - Charity Care
   - Conflict of Interest
   - Debt Collection
   - Document Retention and Destruction
   - Executive Compensation
   - Expenses and Reimbursement
   - Form 990 Review
   - Gift Acceptance
   - Joint Venture
   - Public Disclosure
   - Whistleblower Protections

2. Other Policies
   - Board Education
   - Board Meeting Conduct
   - CEO Expectations and Performance
   - Complaints Review
   - Disruptive Behavior in the Workplace
   - Donor Recognition

- Investment - Master Investment Policy

- Investment - Daily Cash

- Investment - Retirement Plan for Employees

- Investment - Sale of Securities

- Organizational Communication

- Role of Board Committees

- Safe Hospital Environment

- Selection of External Auditors

How to Use These Sample Policies

Custom-tailoring these policies for your hospital is a simple process:

- Scroll over the Table of Contents and hold down the "Ctrl" key while left clicking your mouse to follow the link to a specific policy in the document

- Using Microsoft Word's "Find and Replace" feature, find all references to

  - "[Hospital name]" and replace with your hospital's name

  - "[Date]" and replace with the effective date for your policies (e.g., June 2015)

- Review the policies and replace the prompts in [brackets] with your organization's information. For example, replace "[name of state]" with the name of your state.

- In some places, you will need to delete bracketed instructions and insert your hospital's documents, materials or information.

- Enter the effective date of your policies and procedures in the footer:

  - On the Table of Contents page

  - If the policies all have the same effective date, the only effective date that will need to change is on the first policy in the document

  - To view the footer, undo the "Different first page" option, enter the appropriate date in the footer and reapply the "Different first page" option

  - If the policies do not have the same effective date, the footer of the policy will need to be unlinked from the previous policy's footer, then follow the same steps as above

- Read through the entire document closely, adding and deleting information as you determine necessary.

- When you have finished making the changes required to customize the policies' contents to your specific needs, go back and check page breaks, making any adjustments to the text as necessary. **<u>IMPORTANT</u>: Do not delete "section breaks" at the end of pages unless you are deleting an entire policy.** Section breaks control the correct header text and page numbering of each policy in the document.

- If you delete any policies, delete the corresponding heading from the title page for that policy, go to "Draft" view, and delete the section break before the following policy by placing your cursor directly on the section break line and pressing the "Delete" key.

- After the final adjustments are made, the table of contents may be updated:
  - Click on the "Update TOC" icon in your Outlining Toolbar (Word 2003), or "Update Table" in the References tab (Word 2007 and 2010)
  - Click on "Update entire table" and format the table as necessary

  <u>IMPORTANT</u>: Titles of items included in the Table of Contents have been set to a specific heading style in the document, and is critical to accuracy and page numbering in the Table of Contents. If you need to include additional documents in the table of contents, please set the appropriate heading style. For example, the policy title is set to Heading 1. Any subheadings or additional documents attached to the policy may be set to Heading 2.

For Additional Assistance

If you have questions or need information, please contact us by calling (630) 613-7580 or by sending an e-mail to barb@governwell.net.