



TEAM CHARTER

TEAM NAME:	Information Technology Council
TEAM LEADER:	Forest Goodrich
ADOPTED:	02/04/2014
LAST APPROVED:	01/16/2019

This charter shall constitute the structure, operation, membership and responsibilities of the Mid-State Health Network (MSHN) Information Technology (IT) Council.

Purpose of the MSHN IT Council

The MSHN IT Council is established to advise the Operations Council (OC) and the Chief Executive Officer (CEO) and will be comprised of the Chief Information Officer (CIO) and the CMHSP Participants' information technology staff appointed by the respective CMHSP CEO/Executive Director. The IT Council will be chaired by the MSHN CIO. All CMHSP Participants will be equally represented.

The IT Council will provide information technology leadership by collaborating for the purpose of better understanding MDHHS and other regulatory requirements, sharing knowledge and best practices, working together to resolve operational issues that affect both CMHSPs and MSHN, and achieve practical solutions. The IT Council will assist CMHSP IT staff in keeping up to date on current technology and MDHHS and MSHN requirements by exchanging knowledge and ideas, and promoting standard technology practices and efficiency throughout the region. The IT Council will advise the MSHN CIO and assist in MSHN IT planning that benefits both MSHN and the individual CMHSP Participants.

Decision-Making Context and Scope

- a. The MSHN IT Council provides counsel and input to the MSHN CEO and OC through strategic planning and performance improvement efforts. Committee input is related to the defined purpose and may be strategic, operational or improvement focused in nature, and is advisory only.
- b. The MSHN Board of Directors is the final authority for matters involving strategic plan (Mission, Vision, Values and Board Ends/Results), Board policy and budget.
- c. The MSHN CEO reserves final decision-making authority for operational matters.

Defined Goals, Monitoring, Reporting and Accountability

The IT Council shall establish metrics and monitoring criteria to evaluate progress on the following primary goals:

- Representation from each CMHSP Participant at all meetings;
- Successfully submit MDHHS required data according to MDHHS requirements regarding quality, effectiveness and timeliness;
- Collaborate to develop systems or processes to meet MDHHS;
- Accomplish annual goals established by the IT Council and/or OC, such as:
 - a. Continue to work on quality and outcome measures as needed for the MSHN region.
 - b. Improve balanced scorecard reporting processes to achieve or exceed target amounts.
 - c. Continue transitioning health information exchange (HIE) processes to managed care information system, when appropriate, to gain efficiencies in data transmissions.
- Meet IT audit requirements (e.g., EQRO).

Membership

- a. CMHSP Participant designees become members of the MSHN IT Council through appointment by their respective CEO and approval of the OC.
- b. Membership shall be representative of the MSHN Region with each CMHSP having one vote
- c. Membership shall include
 - a. Standing members – Appointed as a job function (MSHN Staff)
 - b. CMHSP designees become members of the IT Council through appointment by their CMHSP CEO and as a function of their job
 - c. Alternates may attend and speak with the power granted by their CEO
 - d. Subject matter expert (SME) may be invited by the OC for a specific agenda topic and shall only participate during the related topic

Roles and Responsibilities

- a. Chairperson – Prepares the agenda, runs the meeting and maintains order; serves as the point of contact for the committee; is accountable for representing the committee and making reports on behalf of the committee.
- b. Recorder – Voluntary recorder shall capture key discussion topics, decisions, actions, deliverables and due dates of the committee in an unbiased manner and shall prepare a brief summary following each meeting.
- c. Member – An appointed participant of the committee selected based on content/process expertise/interest or customer/supplier representation.
- d. Subject Matter Experts – Individuals may participate in a council/committee meeting for the purpose of providing information, consultation, etc. Participation as a subject matter expert does not constitute authority to participate in decision making. Subject matter experts are typically not voting members and may leave once their expressed purpose is complete.
- e. Vendors – Typically these are contractors for PIHP retained but contracted functions, and may participate in a council/committee meeting for the purpose of providing information, consultation, etc. Participation as a vendor does not constitute authority to participate in decision making, and vendors are typically not voting members. Vendors should leave once their expressed purpose is complete.
- f. Attendees for Learn and Share or Collaboration – CMHSP or MSHN staff participating in educational or collaborative activities. Attendees will share in discussions and learning opportunities and may contribute to and/or benefit from their participation. These attendees are typically not voting members.

Meetings

- a. Regular Meetings – Typically occur monthly
- b. Special Meetings – Special meetings typically occur as determined by the consensus of the group and as business of the body necessitates. To the extent possible, special meetings shall be scheduled to coincide with other regularly scheduled meetings or conferences.
- c. Attendance at Meetings – Members shall regularly attend or send a designee who is prepared to act on behalf of the appointed member. Attendance is considered participation in the meeting in person, or by teleconference, web-conference or video conference.
- d. Agenda – The Agenda shall be prepared by the MSHN CIO and shall be distributed in advance of the meeting with related attachment. To the extent possible the agenda shall clarify the context of a discussion to support the need for Subject Matter Experts for meeting attendance.
- e. Location – Whenever possible meetings will be held in a central location.

f. Member Conduct/Ground Rules – Members of the MSHN IT Council seek a meeting culture that is professional, productive, and comfortable. To that end, the following ground rules have been adopted:

1. Respect of others

- Only one person speaks at a time; no one will interrupt while someone is speaking.
- Each person expresses their own views, rather than speaking for others at the table or attributing motives to them.
- No sidebars or end-runs.
- Members will avoid grandstanding (i.e., extended comments/speaking), so that everyone has a fair chance to speak.
- No personal attacks. “Challenge ideas, not people.”
- Everybody will seek to focus on the merits of what is being said, making a good faith effort to understand the concerns of others. Questions of clarification are encouraged. Disparaging comments are discouraged.
- Each person will seek to identify options or proposals that represent shared interests, without minimizing legitimate disagreements. Each person agrees to do their best to take account of the interests of the group as a whole.

2. Meeting Efficiency

- The agenda and related materials will be distributed in advance of the meeting.
- Members are prepared for the agenda content and have completed related assignments on time.
- Everybody agrees to make a strong effort to stay on track with the agenda and to move the deliberations forward.
- Members share equally in the work of the body.

3. Decision Making

- Members will make every effort to use consensus as our primary method of making decisions, but members are respectful of the defined decision making protocol and support decisions made of the body even when presenting a minority view.
- Each person reserves the right to disagree with any proposal and accepts responsibility for offering alternatives that accommodates their interests and the interests of others.
- Everybody will follow the "no surprises" rule. Concerns should be voiced when they arise, not later in the deliberations.

MSHN IT Council Annual Evaluation Process

a. Past Year’s Accomplishments

b. Upcoming Goals

Sources:

MSHN Operating Agreement

MSHN Policy: Councils, Committees and Workgroups