

DELAWARE VALLEY CHAPTER

Policies and Procedures

Delaware Valley Chapter, Healthcare Information
and Management Systems Society

10/1/2012

This document provides the policies and procedures of the DVHIMSS chapter to help ensure adherence to the by-laws

Document Revision History

Date	Author	Comments
10/1/12	Nancy Bucceri	Original draft
11/28/12	Nancy Bucceri	Initial board review and edits
12/4/12	Nancy Bucceri	Final

Annual Board Review

12/12/12	Initial board approval
6/28/14	Board review

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Purpose and Review Process

The purpose of this document is to provide formal guidance to the DVHIMSS board of directors around the policies and procedures for managing the chapter in accordance with its mission and the chapter bylaws.

This document is to be reviewed annually by the board. Changes to the policies and procedures described in this document require a simple majority vote.

DVHIMSS Mission

The Delaware Valley Healthcare Information and Management Systems Society is an affiliated chapter of HIMSS – a non-profit society dedicated to lead healthcare transformation through the effective use of health information technology.

We sponsor education programs and networking events to provide professional development opportunities and disseminate relevant information to HIMSS members in southeastern Pennsylvania, southern New Jersey and Delaware, local and regional governmental representatives, and the Delaware Valley healthcare industry. As health information technology (HIT) touches nearly every aspect of the provision of healthcare, we seek to connect to and collaborate with those in our region committed to the goal of improving patient care through the effective use of HIT.

DVHIMSS Territory

DVHIMSS boundaries are set by HIMSS National and include the eastern part of Pennsylvania (Bradford, Susquehanna, Wayne, Pike, Lackawanna, Wyoming, Sullivan, Montour, Northumberland, Columbia, Luzerne, Monroe, Carbon, Schuylkill, Lebanon, Berks, Lehigh, North-Hampton, Bucks, Montgomery, Philly, Delaware, Chester, & Lancaster counties) and the state of Delaware.

New Jersey is not officially within the boundaries as set forth by HIMSS, but DVHIMSS recognizes that the greater Philadelphia area includes southern New Jersey and that many of our chapter members draw from that part of the state. Therefore, membership to persons outside of the official area, such as central PA or New Jersey may be accorded by the Chapter, should a request be received.

DVHIMSS Board Election

Eligibility Guidelines

DVHIMSS recognizes the right to equal opportunity in employment, compensation, promotion, education, positions of leadership and power, and receipt of service and Chapter shall not discriminate.

Nomination to the Board of Directors does require the nominee meet the minimum set of requirements as set forth by HIMSS National, as well as the requirements set forth by the chapter.

Eligibility:

Candidates are considered eligible to participate in the board of directors election process if:

- a. Active HIMSS membership for a minimum of one year
- b. They have been a registered member of the Delaware Valley Chapter for at least one year and have attended at least one chapter function in the past year
- c. Are not currently serving on the board of directors for another chapter
- d. Are not currently serving on HIMSS national board of directors

Membership Representation:

The nominations committee shall ensure that eligible candidates represent the characteristics of the chapter membership therefore:

- a. An equal number of provider/payer and vendor candidates will be selected for the election when possible to ensure the composition of the board officers is equally split between provider/payers and vendors¹
- b. The nominating committee reserves the right to limit the number of nominees from a single organization.

Other Considerations:

The nominations committee works with the authority of the board of directors and may consider other criteria to determine if a candidate is eligible to participate in the election process. Criteria that are incorporated in the evaluation process include but are not limited to:

- a. Current or past volunteer work for the board
- b. Industry recognition (i.e. publications, industry presentations, awards)
- c. CPHIMS/FHIMS credential

Officers

The by-laws set forth the President, President-Elect, Secretary, Treasurer, and Immediate Past President as officers and the Chapter have also established the Membership Vice President and Program Vice President as officers.

Board of Directors – Annual Retreat

All returning board members and newly elected board members are expected to attend the annual board retreat, usually scheduled in August. The purpose of this retreat is to complete the board turnover, introduce all board members, recognize board accomplishments and contributions and lay the foundation for the coming year of business, including establishing committees and formulating the program calendar.

All incoming board members are to attest to having read and understood the DVHIMSS Chapter By-Laws prior to assuming board responsibilities.

¹ A vendor is considered any organization and/or individual who sell a product or service. Consulting organizations, software, hardware, connectivity sellers are all examples of vendors.

Board of Directors – Regular Meeting Attendance

Overview and Expectations

Attendance at regularly scheduled board meetings is a key expectation for all board members to help with ongoing planning, decision making and insure orderly management of the Chapter.

A board meeting must have a simple majority present to be called to order.

Board members should not miss 2 consecutive or 3 regularly scheduled Board meeting overall during the Board calendar year. The board calendar matches the fiscal year, which is July 1 through June 30.

Board members are expected to serve in an active role on at least one committee.

Notification

In the event someone cannot attend a meeting, they should notify the Secretary at least 24 hours in advance.

Any materials or information normally presented by said member at the Board meeting should be provided to the Secretary so information can still be presented and reviewed.

Tracking and Follow-up

Attendance records will be kept for all scheduled Board meetings by the Chapter Secretary and an attendance grid maintained and included with the Board meeting minutes. Any discrepancies should be brought to the Secretary's attention immediately.

If a member has missed two meetings in a Board calendar year, the president (or president-elect if the absentee member is the president) will follow up with the member to see if they will have availability and time to commit to future involvement on the Board. If after counseling someone has missed more than three meetings in a Board calendar year, the Board officers will review the circumstances and make a decision regarding that individual's continuance or removal from the Board.

Committees

DVHIMSS is comprised of the following committees:

- **Programming.** This committee plans the content and logistics around our events, which number about four per year. This committee is led by an officer, Program Vice President.
- **Finance.** This committee oversees the financial operations of the chapter and works with the treasurer to ensure the appropriate tax documents are filed and policies and procedures are in place. This committee is chaired by a director, and cannot be the Treasurer or any other officer.
- **Membership.** This committee oversees membership drives and seeks new opportunities to engage health IT professionals and students. This committee is led by an officer, Membership Vice President.

- **Sponsorship.** This committee is responsible for recruiting and retaining annual sponsors. This committee is chaired by a director who may or may not be an officer.
- **Communications.** This committee is responsible for all membership communications, maintenance of the website and the use of social media. This committee is chaired by a director who may or may not be an officer. The webmaster reports into this committee and may or may not be a director or officer of the board.
- **Advocacy.** This committee helps the chapter keep abreast of government activities around healthcare IT at the local and regional level. This committee is chaired by a director who may or may not be an officer. The HIE liason reports into this committee and may or may not be a director or officer of the board.

Any DVHIMSS member in good standing may be a volunteer on any one of the committees. The committee chair is responsible for recruiting and accepting volunteers from the membership at large to serve on their committee. The committee chair may use his or her discretion in accepting volunteer posts.

Communications Process for Program Events

Program communications to members must be supported by the appropriate registration process in Telusys. The registration page for any program needs to be built at least four weeks prior to the event.

Following are the steps that need to be followed in order to adequately promote programs:

- All Telusys request forms (Appendix A) need to come to the Communications chair. The chair person will forward the form to the web master for the registration page and simultaneously use the form to craft the email blast content. In the event someone is providing backup to the chair person, she or he will communicate that person's name to the team and Program Committee contact.
- Email blast requests that do not need a Telusys form for registration need to come to the Communications chair person. (Example: Save-the-Date message). This is to help ensure appropriate document version control for the web master(s).
- For each program event the chair will ask the Program Committee to provide a primary contact for the Communications Team to work with.
- The Program Committee can opt to craft the email content and send to the chair for editing, addition of sponsor recognition, etc., or ask the chair to do it.
- The webmaster will refer all other email blast requests and Telusys form requests they get to the chair and copy the requestor with a reminder that we are trying to ensure proper version control by having only one person feed the content to the webmasters.

- The Communications chair will ask the Sponsorship chair to confirm any sponsor recognitions that are in an email blast
- The web master will double check all email blasts for any embedded links and confirm the links are correct before sending out the blast.
- The web master will send out a maximum of one email blast a week unless otherwise warranted by the Communications Team, or a critical error occurs in the original blast. (i.e. the date and place is wrong or the link doesn't work). Corrections such as misspellings, agenda changes, and speaker changes will be made to the next scheduled blast.
- The Program Committee contact will be asked to proof read the initial email blast prior to distribution. If the content changes significantly as program details are solidified, he or she may be asked to proof read again.
- Twice a month (first and third week, starting in March) the Communications Team will meet for a 15-minute call to take a quick checkpoint on the following (see Appendix B for Checklist):
 - Upcoming event Save the Date status for any planned program
 - Confirm Save the Date can/did go out at least 6 weeks, preferably 8 weeks prior to the event.
 - Outstanding issues preventing release.
 - Upcoming event Announcement and Registration email blast status
 - Confirm full registration can/did go out at least 4 weeks, preferably 6 weeks prior to event and every week leading up to event.
 - Outstanding issues preventing release.
 - Requests for other email blasts
 - Website Maintenance Status:
 - Sponsors to add/remove
 - Calendar events to add/remove
 - Announcements to add/remove
 - Past Program presentations to add/remove
 - Other Items
 - Any issue that needs to be addressed

Program Cancellation and Refund Policy

As a non-profit organization run entirely by volunteers, DVHIMSS is dedicated to providing valuable programs to its members at the lowest price possible. Due to the high cost of processing refunds, all registrations are final and non-refundable unless cancelled by midnight on the day the registration was made. This does not include the annual fall conference in Atlantic City, which has its own cancellation policy set by the joint planning committee.

A member that cannot attend a program for which they have registered may send an alternate in their place.

DVHIMSS will refund any paid registrations to members in the event DVHIMSS cancels a program or event.

Membership Survey

DVHIMSS will periodically survey the general membership as a means to measure member satisfaction with the chapter programs and events and to solicit input for future programs and events. Surveys will generally be conducted electronically every two years.

Expense Reimbursement Policy

As an Affiliated Chapter of the Healthcare Information and Management Systems Society, no member, officer, or any person connected with the Chapter, shall receive, at any time, any pecuniary benefit from the operation of the Chapter. Any disbursement of funds shall be for services rendered to or for the benefit of the Chapter in meeting its purpose. All such payments shall be made in accordance with the Bylaws.

General Expense Reimbursement Procedures

All reimbursable expenses, whether for chapter related travel or other business expenses, such as a speaker gift, event catering, marketing materials, etc. must be submitted to the chapter Treasurer using the following form, available on SharePoint or from the Treasurer.



DVHIMSS
Request for Travel or Business Reimbursement

FOR INTERNAL USE ONLY	
Approved By _____	Reviewed by _____
Processed on _____	
Check Number _____	

ITEMIZATION OF DAILY EXPENSES (please tape original receipts to 8 1/2 X 11 paper for all claimed expenses)

Destination:	Period Covered: (Dates) From: _____ To: _____	Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Period Totals																	
		Business/Chapter Purpose																								
	Lodging								\$ -																	
	MEALS																									
	Breakfast								\$ -																	
	Lunch								\$ -																	
	Dinner								\$ -																	
	Tips								\$ -																	
	Plane/Rail (Circle)								\$ -																	
	Parking								\$ -																	
	Auto Rental or Mileage								\$ -																	
	Telephone								\$ -																	
	Local Transport								\$ -																	
Instructions for Disbursement:	Other Expenses Itemize Below:								\$ -																	
Contact:									\$ -																	
Phone Number									\$ -																	
E-Mail									\$ -																	
<table border="1"> <tr> <td align="right" colspan="2">EXPENSES</td> <td></td> </tr> <tr> <td align="right" colspan="2">GRAND TOTAL</td> <td>\$ -</td> </tr> <tr> <td align="right" colspan="2">LESS TOTAL ADVANCES DEDUCTIBLE</td> <td></td> </tr> <tr> <td align="right" colspan="2">(Airline Tickets, Hotel Deposits, etc.)</td> <td>\$ -</td> </tr> <tr> <td align="right" colspan="2">AMOUNT</td> <td></td> </tr> <tr> <td align="right" colspan="2">DUE Member</td> <td>\$ -</td> </tr> </table>									EXPENSES			GRAND TOTAL		\$ -	LESS TOTAL ADVANCES DEDUCTIBLE			(Airline Tickets, Hotel Deposits, etc.)		\$ -	AMOUNT			DUE Member		\$ -
EXPENSES																										
GRAND TOTAL		\$ -																								
LESS TOTAL ADVANCES DEDUCTIBLE																										
(Airline Tickets, Hotel Deposits, etc.)		\$ -																								
AMOUNT																										
DUE Member		\$ -																								

Mileage Rate
Use above rate for any personal mileage

Note all expenses will be sent directly from bank to travelers address specified

APPROVALS

Member Name (Please Print): _____ Date: _____

Member Signature: _____

Member Address: _____

I certify that this report is complete and that no expenses shown have been claimed elsewhere by me or anyone else.
IMPORTANT. Fax signed completed forms with backup to Treasurer.
Please also e-mail Treasurer to notify him/her of fax. Thank you!!

Reimbursement forms should be submitted within 30 days of occurrence to ensure reimbursement.

A member must get prior approval by the Treasurer for any reimbursable expenses. If the actual expense is not known, an estimated range may be used at the Treasurer's discretion.

Expenses greater than \$150.00 require a vote by the Board of Directors. Once the Board approves the expense, the Treasurer can release the funds upon receipt of the form and receipts.

All reimbursable expenses require a stated purpose for tax filing and receipts.

At the Treasurer's discretion, the form and receipts may be scanned and submitted electronically.

All expenses are to be recorded by the Treasurer according to the requirements as set forth in the Bylaws.

The Treasurer may authorize and pay the following expenses without requiring board approval:

1. Annual Board Retreat dinner.
2. Registration, T&L for the president to attend the HIMSS National Conference.
3. T&L for one officer (generally the president or president-elect) to attend the annual HIMSS Leadership Workshop. HIMSS National will reimburse one other attendee.

4. The registration cost of all board members to attend the annual fall Atlantic City conference with NJHIMSS. DVHIMSS will cover the T&L expenses for board members that are required to attend or who are serving in a volunteer staff role. (DVHIMSS may, by board vote, rescind this policy if financial conditions warrant).
5. T&L of a director or officer requested by the board to attend an event or meeting.
6. Officers and Directors that have to travel greater than 150 miles one way to a DVHIMSS event will be reimbursed for reasonable transportation costs (mileage and tolls) at prevailing IRS mileage rates (.555 per mile in 2012)

Requests for Funds

Full board approval is required for any purchase over \$150. It requires a brief proposal to the board explaining the purpose of the funds, the benefit to the chapter, the cost, a statement of work or proposal (if professional services are being requested) and any other information requested by the board.

Organizations often approach DVHIMSS for grants, sponsorship or donations. Such requests require a board member sponsor who must submit the Sponsorship Request form for a full board vote, regardless of the amount being requested (Appendix C).

Tax Preparation and Financial Review

DVHIMSS uses an outside tax accountant to prepare the annual form 990-EZ and 8879-EO required by the federal government. The finance committee chair and the treasurer are responsible for making sure the accountant has the required files and other information as soon as possible after the fiscal year ends (June 30) and the books are closed out for the previous year. Typically the treasurer signs the 8879-EO, but another officer of the board can sign it in the event the treasurer is unavailable.

The Financial Review checklist required by HIMSS is the responsibility of the Finance Committee and cannot be completed or signed by the treasurer or an officer of the board. The committee must comply with the process and timing dictated by HIMSS National in the HIMSS Chapter Manual and use the form provided.

DVHIMSS Publications

DVHIMSS may publish newsletters, articles, books, journals, blogs and similar materials as the Board determines are necessary and desirable.

Use of DVHIMSS Logo

Organizations and individuals may not use the DVHIMSS name, logo or other brand marks for promotional purposes without the express permission of the board of directors.

Conflicts of Interest

Directors and officers are to administer Chapter affairs honestly and economically and exercise their best care, skill, and judgment for the benefit of the Chapter, and good faith in all transactions relating to their duties for the Chapter

Directors and officers should recuse themselves from voting on motions that present a conflict of interest, such as work for hire involving their firm.

Public Relations

DVHIMSS officers and directors are to direct all public relations inquiries regarding HIMSS to the HIMSS National chapter liaison assigned to DVHIMSS. Directors and board members may grant interviews with journalists or others related to chapter mission, events and programs only. All other interviews need to be cleared with HIMSS National first.

Social Media.

DVHIMSS may elect to use social media such as LinkedIn, Facebook, Twitter, etc. and will encourage members to use it for:

1. Networking and exchanging ideas related to the DVHIMSS mission,
2. Member recruitment and retention,
3. Promotion of programs related to the DVHIMSS mission.

DVHIMSS does not permit the use of social media for commercial business advertisement or promotion purposes.

DVHIMSS cannot permit members to use DVHIMSS sponsored social media, such as the LinkedIn Discussion Group, for job postings. HIMSS National requires all job postings to go through Job Mine.

Appendix A : Telusys Registration Set Up Request

This form must be filled out in its entirety prior to submitting to the Communications chair person and should be completed six weeks out from the program or event date so that adequate time is allowed for promotion.

*Event title: _____

*Event objective :

Target audience: _____

*Event date(s) : _____ start time: _____ end time: _____

*Event location : _____

*Event address: _____

Agenda with speakers: please attach. This is for the e-brochure that will accompany the registration link

*Member cost: _____ *Non-Member cost: _____

*Please indicate optional cost items such as a golf outing, CPHIMS test, etc:

Opt event 1: _____ member cost _____ non-member cost _____ max capacity _____

Date & time (if applicable): _____

Opt event 2: _____ member cost _____ non-member cost _____ max capacity _____

Date & time (if applicable): _____

Payment method(s): credit card check:

Checks made out to (default): DVHIMSS

Checks mailed to (default): Tim Schoener, DVHIMSS Treasurer

Susquehanna Health

800 Campbell St

Williamsport, PA 17701

Note: DVHIMSS standard policy is to accept checks 10 days prior to the event. Online registrations after that date can be paid by credit card only. If we have not received the check as of registration check-in, the registrant will need to pay by check or credit card at the door in order to attend the event. Walk-ins the day of the event may pay with check or credit card.

Cancellation policy: As a non-profit organization run entirely by volunteers, DVHIMSS is dedicated to providing valuable programs to its members at the lowest price possible. Due to the high cost of processing refunds, all registrations are final and non-refundable unless cancelled by midnight on the day the registration was made.

*Alternative check payment process (must include explanation of reconciliation process and have prior approval of Treasurer):

*Does this event involve sharing expenses/revenues with another organization? Yes___ No___

If yes, please provide details of the accounting reconciliation agreement: _____

*Maximum registration capacity: _____

*Registration close date: _____

Hotel accommodations/discount code: _____

*** Denotes required field in Telusys. If there is an optional event, all fields for that event are required.**

Appendix B: Communication Committee Checklist

Communications Team Bi-Monthly Status – Call Checklist	Check	Follow up Required/Comments
Save the date email blast to go out?		
Telusys Registration Request form complete and signed off by Program Event Chair?		
Registration page set up to go out?		
Registration email blast?		
Website sponsors to be added/deleted?		
Website scrolling announcements to be added/deleted?		
Website home page announcements to be added/deleted?		
Event posters or flyers to be developed?		
DVHIMSS brochure/calendar of events updated?		
Board of directors page – directors to be added/deleted (July only)		
Linked in discussions to be added?		
Linkedin announcement to be added? (1/week permitted)		
Linkedin poll to be added?		
Press Release		

Appendix C: Sponsorship/Grant/Donation Request Form

Request for Sponsorship/Donation

Requesting Organization	
Name	
Street Address	
City ST ZIP Code	
Cell Phone	
Work Phone	
E-Mail Address	
Date of Sponsorship Request	
Brief History/Goals of the Organization	

Description of Sponsorship Request	
Event Purpose:	
Date of Event	
Location	
Requested \$ Amount	
History of Event	

Event Promotion Plan (Include how DVHIMSS sponsorship would be promoted)

List of Attachments (Include agenda if related to a specific event)

Description of Value to DVHIMSS members

INTERNAL USE ONLY

Considerations	
Availability of requested funds	
Measureable value to DVHIMSS members	
Proximity to a DVHIMSS event	
Conflict with the national HIMSS Conference "black out" dates	
If request is for Co-Sponsorship, HIMSS national approval required.	

DVHIMSS Board Member's Approval or Denial Record	
Approved (Name/Date)	Denied (Name/Date)
