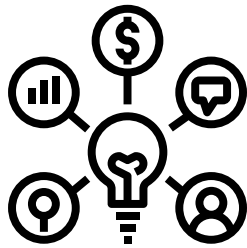


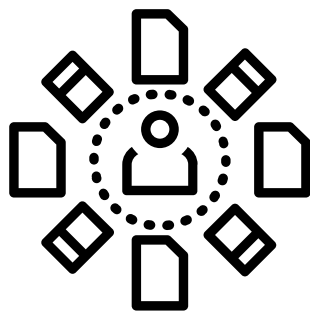
# Three Questions for Boards

Be specific in your answers.  
Focus on the HOW



strategy

**Where does  
quality sit in our  
strategic planning?**



accountability

**Do we hold people accountable  
for quality improvement in their  
area of responsibility?**



leadership

**How do our leaders model  
quality**