

## Supplementary file 2

### Content of governing board training program

- I. Governance
  - a. What is governance?
  - b. What are the district council expectation of governing boards?
  - c. Roles and responsibilities of governing board
  - d. Jurisdiction and power of health center governing board
  - e. Leadership and code of conduct of governing board members
  - f. Role of chairman, members and health center director
  - g. Disclosure of gifts and loans
  - h. Conflict of interest
  - i. Meeting agendas and rules
  - j. Policies, guidelines ad protocols
  - k. Health center committees
  - l. Complaints management
  - m. Adapting code of conduct
  - n. Public interest vs private interest
  - o. Dealing with misconduct
  
- II. Performance monitoring
  - a. Criteria for doing good job
  - b. Health centers reporting system
  - c. Benchmarking
  
- III. Patient and community involvement
  - a. Patient rights and responsibilities
  - b. Involving community
  - c. Community scorecards
  
- IV. Business and financial management
  - a. Planning cycle
  - b. Health center plan

- c. Health center operational business plan
- d. Annual budget
- e. Annual report
- f. Revenue and expenditure
- g. Raising revenue
- h. Commercial activity
- i. Fees and charges
- j. Grant and subsidies
- k. Borrowings

Thank you so much!