**Microsoft Word Healthcare Balanced Scorecard**

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| MISSION |  | VISION |
| Our hospital brings health and healing to the community. |  | Our hospital will be the best place to work and get health care. |

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|  | Objectives | Measures | Targets | Initiatives |
| CustomersHow should we appear to our customers? | Overall patient satisfactionPatient perception of quality index | * Overall rating of care
* % Family physicians that receive discharge summaries
* Employee and physician engagement
* Community consultation measures
 | * 75% good or better rating
* 90%
* As per survey, >50%
* Meet 8 of 10
 | * Management staff leadership initiative
* Develop charter for community group
 |
| Internal ProcessesAt which internalprocesses should we excel to better serve our patients? | Processes are patient centered, focused on quality and patient safety | * % Medication reconciliation on admission
* Rate of inpatient falls
* Surgical safety compliance checklist
* % Compliance with hand hygiene policy
* # Publicly reported infection measures
 | * 95%
* <5%
* 98% completed
* 95% compliant
* 5 per month
 | * Revamp infection-reporting process
* Converge report form review group
 |
| LearningHow should we better develop our systems to serve our patients? | Enhance and maintain a healthy work environment | * Vacancy rate
* % Performance development plans completed
* # Grievances received and resolved prior to arbitration
* Leader learning development
 | * 3%
* 80% by end of quarter
* 4/5
* 100% completion rate
 | * Hire new HR lead
 |
| FinancialTo sustain our mission financially, what should our focus be? | Demonstrate accountability and efficiency | * % Alternative level of care patients
* % Nursing purchased service worked nours
* Ansenteeism rate
 | * <15%
* 80%
* <7%
 |  |

Healthcare Balanced Scorecard Template

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