**[](https://www.smartsheet.com/try-it?trp=12067&utm_source=template-word&utm_medium=content&utm_campaign=Healthcare+Balanced+Scorecard-word-12067&lpa=Healthcare+Balanced+Scorecard+word+12067)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 |
| Customers  How should we appear to our customers? | Overall patient satisfaction  Patient 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 Processes  At which internal  processes 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 |
| Learning  How 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 |
| Financial  To 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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| MISSION |  | | VISION | |
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| --- | --- | --- | --- | --- |
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