## Balanced Scorecard Template

| Learning and GrowthWhat skills, training and technology needs to be improved to support key processes? What training, resources and support do staff need to work effectively? |
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| **What** | **Action Plan** | **How** | **Who** | **When** | **Results** |
| **Strategic Objective:**What is the strategy to achieve? | **Initiative(s):**What actions are needed to achieve objective? | **Measure:**What indicator is required to track and monitor the objective? | **Target:**For each indicator, what performance level is required to achieve the objective? | **Responsible:**Team member to track and report measure. | **Frequency:**How often to report measure? | **Qtr. 1** | **Qtr. 2** | **Qtr. 3** | **Qtr. 4** | **Annual****Avg.** | **Trend:**Show graph to indicate change over time |
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| **Exceed Target** | **Meets Target** | **Caution – Below Target** | **Risk – Significantly Below Target** |

| Internal ProcessesWhat do we need to do to meet the customers’ needs? What clinical and business processes are needed to exceed customer expectations? |
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| Patients, Partners and CommunityWhat do patients, families and community want, need and expect from services? How can we enhance customer satisfaction and build patient loyalty? |
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| FinancialHow do we intend to meet the goals in our mission statement? What are the financial resources needed to fulfill our mission? |
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