Value-Based Balanced Scorecard (BSC) Template

2017 Rural Hospital Value-Based Strategy Summit

August 18, 2017



525 South Lake Avenue, Suite 320 │ Duluth, Minnesota 55802
(218) 727-9390 │ info@ruralcenter.org
Get to know us better: [www.ruralcenter.org](http://www.ruralcenter.org)



This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number UB1RH24206, Information Services to Rural Hospital Flexibility Program Grantees, $957,510 (0% financed with nongovernmental sources). This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

## \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Hospital Transition to Value Balanced Scorecard

## Date: \_\_\_\_\_\_\_

| 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? |
| --- |
| **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 |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **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? |
| --- |
| **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  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Exceed Target** | **Meets Target** | **Caution – Below Target** | **Risk – Significantly Below Target** |

| 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? |
| --- |
| **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 |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Exceed Target** | **Meets Target** | **Caution – Below Target** | **Risk – Significantly Below Target** |

| FinancialHow do we intend to meet the goals in our mission statement? What are the financial resources needed to fulfill our mission? |
| --- |
| **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 |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Exceed Target** | **Meets Target** | **Caution – Below Target** | **Risk – Significantly Below Target** |