



STUDYDADDY

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Table 1

BALANCED SCORECARD FOR HEALTHCARE EXCELLENCE				
— MERCY				
MISSION		Our hospital brings health and healing to the community.		
		STRATEGIC OBJECTIVES	KEY PERFORMANCE INDICATORS	
FINANCIAL	To sustain our mission financially, what should our focus be?	Demonstrate accountability and efficiency	% Alternative level of care p	
			% Nursing purchased service hours	
			Absenteeism rate	
STAKEHOLDERS	How should we appear to our stakeholders?	Overall patient satisfaction	Overall rating of care	
		Patient perception of quality index	% Family physicians that rec discharge summaries	
			Employee and physician en	
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	
			Rate of inpatient falls	
			Surgical safety compliance	
			% Compliance with hand hy	
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	% Performance developme completed	
		# Grievances received and resolved prior to arbitration	# Grievances received and to arbitration	
		Leader learning development	Leader learning developme	



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