



## Hot Topics for 2008

by  
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### For Private Duty Home Care

#### Building Your Private Duty Scorecard

As a leader in Private Duty Home Care, you have regular measures of your company's success. They're mostly financial. The question is, have you developed a Strategic Scorecard™ that lets your team know what is really important? Have you developed an effective communication system to let your team members know how they are doing? Have you linked your rewards system to those Critical Measures of Success?

Over and over again we have reinforced the importance of having a scorecard and communicating the results on a regular basis to the key members of your Private Duty Team. The more your team members know how they are doing, the more they will work to improve their performance.

Failing to provide a Strategic Scorecard™ is like asking your team to go bowling with a black sheet covering the last half of the bowling alley. You can multiply the performance of your leadership team, and your whole company, by designing your own Strategic Scorecard™ and putting it to work.

**Objectives:** As a result of participating in this program, participants will be able to

1. Define the purpose and concept of the Private Duty Strategic Scorecard™.
2. Apply a seven-step process for creating the Private Duty Strategic Scorecard™.
3. Use the scorecard to create executive alignment, improve communication, and multiply performance.