



Hot Topics for 2008

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Learning Seminars and Breakout Sessions: For Certified Home Health Agencies

What Gets Measured Gets Managed: Building your Home Care Strategic Scorecard

As a leader in 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 executive team, your middle managers, and your workers know what's 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 it has been reinforced, the importance of having a scorecard and communicating the results on a regular basis to the lowest levels of your organization. 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 Strategic Scorecard™.
2. Apply a seven-step process for creating the Strategic Scorecard™.
3. Use the scorecard to create executive alignment, improve communication, and multiply performance.