WEBINAR

Course 2485
Community Benefit Scorecard/Dashboard:
Linking to Community and Hospital & Health System Goals

A community benefit scorecard/dashboard* elevates the work of community benefit departments by clearly stating the focus, intent, and accountability of key initiatives. This session will feature one model of a community benefit dashboard/scorecard. A process for selecting elements of the dashboard/scorecard will be explained, including the connection to a community collaborative and linkages to health system strategic planning and operational goals. This scorecard/dashboard identifies ranges of relative success, as well as a high level index. Also, how the scorecard is tied to departmental and individual performance goals will be addressed. Key success factors to developing a scorecard, challenges, and how to obtain internal support will be highlighted. Discussion will focus on the appropriateness of program versus broad community measures such as Behavioral Risk Factor Survey and Morbidity/Mortality data.

*Dashboards and scorecards conform to the way users work, rather than forcing them to conform to the way analysis and reporting tools work. Currently, few organizations use dashboards and scorecards. Some hospitals build their own rather inexpensively. Dashboards and scorecards are critical elements in supporting performance management processes.

Program Topics:
• Overview of Lancaster Health System
• Background - Community Health Improvement at Lancaster General Health
• Identification of health priorities and dashboard/scorecard
• Scorecard development, implementation and evaluation
• What worked well/what did not

Objectives:
At the completion of this program, the participant will be able to:
1. Explain the purpose and function of a community benefit scorecard/dashboard
2. List at least three critical success factors to building a community benefit scorecard/dashboard
3. Describe the tools to begin their own organizational community benefit scorecard/dashboard

Faculty:
Alice Yoder, RN, MSN, Director, Community Health, Lancaster General Health, Lancaster, PA

Alice Yoder, RN, MSN, is the Director of Community Health at Lancaster General. She has over 26 years in the healthcare industry. Her work experience includes critical care nursing, nursing education, and cardiac rehab. Also, she developed the wellness center at Lancaster General, directed maternal-child health and has been responsible for the Health System’s community benefit initiatives for 19 years. As Director of Community Health, Alice is responsible for leading the Health System’s strategic goals related to Mission & Community Benefit. She received an undergraduate degree at Mount Saint Mary College and graduate degree at Villanova University.

Target Audience:
CEO, CFO, COO, CNO, Board Members, Community Health Improvement/Benefit Professionals, Compliance Officers, Strategic Planners, Marketing/Public Relations Staff, and Other Interested Staff

Time:
Log-in begins 10 minutes prior to the scheduled start time.

Registration:
There is a site fee/per connection fee of $150 for IHA member hospitals; $300 for all others. Advance registration is required to ensure delivery of instructional materials. Registration deadline: April 16, 2009.

For more information contact:
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April 23, 2009
7:00 - 8:00 a.m. (PT)
8:00 - 9:00 a.m. (MT)
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April 23, 2009
8:00 – 9:00 a.m. MT; 7:00 – 8:00 a.m. PT

Contact: ______________________________________________________________________________________

Title: _________________________________________________________________________________________

Organization: _________________________________________________________________________________

Address: _____________________________________________________________________________________

City, State, Zip: ______________________________________________________________________________

Phone: __________________ Fax: __________________ E-Mail: __________________

IHA Member Hospital…………………………………$150
Non-IHA Member Hospital…………………………...$300
Payment must be received in order to get program materials.

Registration deadline: April 16, 2009

____ Check ___ Visa ___ MasterCard ___ AmEx ___ Discover
(payable to IHA)

Name of Cardholder: __________________________________________________________________________

Card Number: ________________________________________ Exp. Date: _________________________________

Security Code: ___________________ Amount $ ____________________

Mail with your remittance to:
Toni Pugmire, IHA
P.O. Box 1278
Boise, ID 83701-1278

Fax to: (208) 338-7800
ATTN: Toni

E-mail to: tpugmire@teamiha.org

Have questions or need more information?
Contact Toni Pugmire at (208) 338-5100 x201 tpugmire@teamiha.org