

Discussion board post response

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Discussion Board Post Response Discussion Board Post Response Response to Doris Sheets Doris, I concur that a balanced scorecard is a performance tool designed to promote and monitor organization performance and manage quality plan implementation. Kaplan and Norton (1992) reiterate that a balanced scorecard "shows how results are achieved" (p. 73) thus allowing healthcare managers to monitor and manage the performance of their organizations. In relation to patient falls, I agree that a balanced scorecard can help in minimizing patient falls. In addition, I also concur with your assertion that patient falls as an indicator of improvement falls under the safe domain. Provision of safe care is one of the main aims of quality care. In my course project, a balanced scorecard is focused on reducing clinic wait times. In this regard, a balanced scorecard is used as a basis for quality improvement in all aspects of healthcare.

Response to Allison Polinski

There are many performance tools that can be used to monitor and manage quality improvements. I agree that performance prism is one of the performance measures. The needs of stakeholders are largely focused on quality. Utilizing performance tools links performance measures (Kaplan and Norton, 1992) and a result help identify problems areas that need improvement. I also agree with your discussion that performance prism combines processes, strategies, and capabilities and aligns them appropriately to meet the needs of all stakeholders. As postulated by the Balanced Scorecard (2012), quality improvement tools allows healthcare leaders or managers to view or look at their business in a range of perspectives. In your discussion, stakeholders perspective is clearly

illustrated. In regard to stakeholders perspective, I concur that achieving a higher percentage of defect-free charts twenty four hours before surgery is of benefit.

References

Balanced Scorecard Institute. (2012). What is the balanced scorecard?

Retrieved from <http://balancedscorecard.org/Resources/About-the-Balanced-Scorecard>

Kaplan, R. S., & Norton, D. P. (1992). The balanced scorecard—Measures that drive performance. *Harvard Business Review*, 70(1), 71–79.