Using Scorecards to Monitor Program Performance

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A cross-section of quality indicators, reflecting our institutional quality standards and the Domains of Quality Palliative Care, were selected to measure the impact of our work.

- Monitoring and communicating the complex array of data required to assure clinical, operational, financial and quality performance is crucial to the success of a palliative medicine program. Our team developed a one-page scorecard for both the inpatient and outpatient services to assemble and display relevant outcomes in a succinct and timely manner.
- The measures were selected to help identify opportunities in both process and outcomes for the palliative care program and support the five pillars of our institutional quality improvement program: finance, growth, service, quality and people.
- This report is used as an internal barometer and distributed to key network leaders to demonstrate ongoing benefits and needs of the palliative medicine services.

### LVHHS - OACIS Inpatient FY11 Scorecard

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<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Actual</th>
<th>Improvement Needed</th>
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To communicate our findings to both staff and leadership, a scorecard was developed for our inpatient and outpatient palliative medicine programs.