Some References on the BALANCED SCORECARD

Achieving Excellence in Veterans Healthcare – A Balanced Scorecard Approach

Applying the Balanced Scorecard in Healthcare Provider Organisations

The Balanced Scorecard: A Potent Tool for Energising and Focusing Healthcare Organisation Management

Balancing the Balanced Scorecard for a New Zealand Mental Health Service

A Better Gauge of Corporate Performance

Bringing Human Resources to the Table: Utilisation of an HR Balanced Scorecard at Mayo Clinic

A Comparison of Systemwide and Hospital-specific Performance Measurement Tools

Competing Values in Healthcare: Balancing the (Un)Balanced Scorecard


Employers’ Efforts to Measure and Improve Hospital Quality: Determinants of Success

Although on the increase, hospital report cards are having only mixed success around the USA

Healthcare Quality Management

Healthcare organisations should start using a balanced scorecard that enables management to direct its strategic plan according to quality management principles.

How to Implement a New Strategy without Disrupting Your Organisation

Measuring Comparative Hospital Performance

Measuring Hospital Performance to Improve the Quality of Care in Europe: A Need for Clarifying the Concepts and Defining the Main Dimensions
WHO Regional Office for Europe, 2003

Measuring the Strategic Readiness of Intangible Assets

A New Framework to Ensure Excellence in Patient-Focused Care: The Nursing Directorate’s Balanced Scorecard Approach
Aguilera, Jose and Walker, Kim, Asia Pacific Journal of Health Management, Vol. 3(2) 2008 pp. 25-29

The Office of Strategy Management

Putting the Balanced Scorecard to Work: Using the Scorecard to Measure Performance and Set Strategy

Reading the Right Signals: How to Strategically Manage with Scorecards

The Role and Application of the Balanced Scorecard in Healthcare Quality Management

Saving Money, Saving Lives

Turning around any organisation is hard work but it's even more difficult at a hospital. The chief medical director at one hospital needed to find a way to keep the mission lofty and the bottom line healthy. He realised that his hospital needed to start thinking less like a money losing non-profit and more like a profitable corporation. His tools were reams of data, a fresh approach to teamwork - and the balanced scorecard.

A Strategic Information System to Facilitate the Use of Performance Indicators in Hospitals

A customised decision support system which integrates multiple measures in a balanced scorecard framework is a powerful tool for enabling complex decision making by a management team

A 3-dimensional Balanced Scorecard Model for R&D

The BSC is a multi-dimensional framework which can be used to describe, implement and manage strategy at all levels by linking objectives, initiatives and measures to organisational strategy.

Using Path Analysis to Examine Causal Relationships among Balanced Scorecard Performance Indicators for General Hospitals: The Case of a Public Hospital System in Taiwan

Using Performance Indicators to Improve Health Care Quality in the Public Sector: A Review of the Literature

Using the Balanced Scorecard Approach
UK National Electronic Library for Health, February 2007

Using the Balanced Scorecard in the Development of Community Partnerships
Tsasis, Peter and Owen, Susan M, Health Services Management Research, Vol. 22(1) February 2009 pp. 33-38

Using the Balanced Scorecard to Align Strategy and Performance in Long Term Care

Using the Balanced Scorecard to Characterize Benefits of Integration in the Safety Net

What are the Advantages and Limitations of Different Quality and Safety Tools for Health Care?
WHO Regional Office for Europe, Health Evidence Network, October 2005

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