

Assessing Your Results

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What are your current levels and trends in key measures or indicators of health care outcomes and the performance of services that are important to and directly serve your patients and other customers?

What are your current levels and trends in key measures or indicators of the operational performance of your key work and support processes, including productivity, cycle time, and other appropriate measures of process effectiveness, efficiency, security and cybersecurity, and innovation?

What are your safety results?

What are your current levels and trends in key measures or indicators of the effectiveness of your organization's safety system?

What are your customer-focused performance results?

What are your patient and other customer satisfaction and dissatisfaction results?

What are your current levels and trends in key measures or indicators of patient and other customer satisfaction and dissatisfaction?

What are your patient and other customer engagement results?

What are your current levels and trends in key measures or indicators of patient and other customer engagement, including those for building relationships with patients and other customers?

What are your workforce-focused performance results?

What are your workforce capability and capacity results?

What are your current levels and trends in key measures of workforce capability and capacity, including appropriate skills and staffing levels?

What are your workforce climate results?

What are your current levels and trends in key measures or indicators of your workforce climate, including those for workforce health, security, accessibility, and services and benefits?

How do these results differ by the diversity of your workforce and by your workforce groups and segments, as appropriate?

What are your workforce engagement results?

What are your current levels and trends in key measures or indicators of workforce satisfaction and workforce engagement?

How do these results differ by the diversity of your workforce and by your workforce groups and segments, as appropriate?

What are your senior leadership and governance results?

What are your results for senior leaders' communication and engagement with the workforce and with patients and other customers?

What are your results for governance accountability?

What are your key current findings and trends in key measures or indicators of governance and internal and external fiscal accountability?

What are your results for ethical behavior?

What are your results for key measures or indicators of ethical behavior, breaches of ethical behavior, and stakeholder trust in your senior leaders and governance?

What are your results for societal well-being and support of your key communities?

What are your results for key measures or indicators of your fulfillment of your societal responsibilities, support of your key communities, and contributions to community health?

What are your results for the achievement of your organizational strategy and action plans?

What are your results for key measures or indicators of the achievement of your organizational strategy and action plans?

What are your current levels and trends in key measures or indicators of financial performance, including aggregate measures of financial return, financial viability, and budgetary performance, as appropriate?

What are your current levels and trends in key measures or indicators of marketplace performance, including market share or position, market and market share growth, and new markets entered?