

IAHC FY12 Balanced Scorecard



Strategic Pillars	Annual Plan Metrics	Status
People/Membership-Recruit & Retain engaged shapers of Home Health Experts who focus on high clinical outcomes and fiscal responsibility of health care dollars	<ul style="list-style-type: none"> Create a system to measure engagement in FY 12 - district meetings, committee meetings, DOH, Annual Conference Develop a membership satisfaction survey in FY 12 - baseline assessment Develop one membership rewards program in FY 12 	
Service-Meet or Exceed the needs of our members through Advocacy, Education and Innovation	<ul style="list-style-type: none"> Launch new IAHC Legislative Action Network site in FY 12 Develop a tracking database and report on percentage of members utilizing educational offerings by type (onsite, webinar) in FY 12 Develop a tracking database and report on Industry Trends impacting Iowa Home Health Providers in FY 12 	
Quality-Support the membership to meet or exceed national quality or industry patient-centered outcome measures	<ul style="list-style-type: none"> Form a subcommittee of Iowa's Home Health Care Leaders to develop Iowa's Home Health Standards of Practice in FY 12 Develop educational offering to support implementation of Iowa's Home Health Standards of Practice in FY 12 Develop "Reports" site on IAHC websites with a minimum of 3 tools/reports for Home Health Providers in FY 12 	
Financial-Ensure Financial viability through a culture of financial discipline.	<ul style="list-style-type: none"> Meet or exceed FY 12 Operating Budget Retain >80% of Provider members, >75% of Associate members; Increase sponsorship dollars by a minimum of 10% in FY 12 Develop and distribute Annual Report 	
Growth-Achieve a high volume of home health stakeholders	<ul style="list-style-type: none"> Develop a stakeholder definition document Identify list of stakeholder integration opportunities Implement a minimum of one new stakeholder integration in FY 12 	

1st Qtr FY12 Status Update