

# IAHC FY12 Balanced Scorecard

## Q3 Update



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