IAHC FY12 Balanced Scorecard
Q4 Update

IOWA ALLIANCE
IAHC
IN HOME CARE

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	• 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	• Launch new IAHC Legislative Action Network site in FY 12 - completed • 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	• 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.	• 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 - completed	🟢 🔴 🟢
Growth-Achieve a high volume of home health stakeholders	• Develop a stakeholder definition document - completed • Identify list of stakeholder integration opportunities - completed • Implement a minimum of one new stakeholder integration in FY 12 – completed – LTC Collaborative	🟢 🟢 🟢