

# Management & Leadership: Balanced Scorecard Check-In

## Salvation Army Grace General Hospital Presentation & Networking Discussion

Networking Session: Thursday, December 2, 2004 - 3:00 p.m. to 4:30 p.m.

LOCATION: to be announced (In Winnipeg)

*QNET provides resources, information session and training on Management & Leadership as part of QNET's focus on improving quality and organizational effectiveness.*

- Hear about the methodology, development process, and the key steps to identify indicators taken by Grace General Hospital.
- Participate in a general discussion of successes and challenges faced by all participants in developing and implementing the Balanced Scorecard.

**Description:** In 2003, The Salvation Army Grace General Hospital embarked on a project to develop a hospital-wide Balanced Scorecard approach. The intent was to measure quality across four Quality Dimensions: Responsiveness, System Competency, Work life and Client/Community Focus. As a 257 bed acute-care facility, the hospital hoped to translate their performance into quantifiable measures to assess effectiveness throughout the Balanced Scorecard approach. The Balanced Scorecard concept is currently being disseminated throughout the Winnipeg Regional Health Authority.

**Presenter:** Shannon Stefanson, RN, MN, is the Quality Improvement Manager at The Salvation Army Grace General Hospital. She plays an integral role in the development of the hospital's Balanced Scorecard.

**REGISTRATION FORM:** Fax to (204) 949-4990 or register online at [www.qnet.mb.ca](http://www.qnet.mb.ca)

**Balanced Scorecard Check-In (December 2, 2004)**

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An event confirmation will be faxed one week in advance and will include location and session details. Cancellations must be received in writing no later than Wednesday, November 24, 2004. After that time, the full registration fee will apply and only replacement participants will be accepted. Invoices will be sent for non-attendance.



Presented in partnership with:  
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