

**Figure 6.1a-1: Key Health Care Processes and Performance Requirements**

Key Health Care Processes					Key In-Process Measures/Indicators (I = In-Process Measure O = Outcome Measure)	2006 Performance Requirements	Strategic Action Plans Supported	Strategic Objectives Supported	Related Results (Figures)	
Access	Enrolment	Assessment, Planning and Delivery of Care	Information, Education, and Support	Finance						
<b>Patient- and Other Customer-Focused Outcomes</b>										
X					O	Waited too long after arrival	< 20 minutes	<u>B</u>	<u>D</u>	Fig. 7.2-
<b>Financial and Market</b>										
				X	O	Return on Assets				
				X		Collection Rates				
<b>Effectiveness</b>										
		X			O	Progress to Goals				
		X			I	Medical Records Accuracy				
<b>Human Resource</b>										
			X		O	Language Problems				
			X		O	Staff Turnover				

Replace exemplary information with information representative of your organization. [Blue](#) underlined words link to [other Templates](#), Results Charts, and [Best Practices](#).

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