COMMUNITY PERSPECTIVE

USER

Satisfy the healthcare needs of the reference population
Increase user trust

OWNER

Ensure an equal, appropriate and sustainable service in collaboration with the region

PUBLIC ENTITY

Safeguard the working environment ensuring the best hygiene and organisational conditions

INTERNAL PROCEDURE PERSPECTIVE

Improve the capacity of response of the OU
Improve inter-personal aspects of rapport with user
Improve appropriateness of performance
Risk Management
Accreditation

FINANCIAL RESOURCES PERSPECTIVE

Ensure financial sustainability
Financial efficiency
Business synergy
Revenue from solvents

GROWTH AND LEARNING PERSPECTIVE

HUMAN ASSETS
Continual updating
Improve inter-relational skills

INFORMATION ASSETS
Improve Computerisation

ORGANISATIONAL ASSETS
Initiation and evaluation of organisational wellbeing
Improve inter- and intra-departmental relationships
STRATEGIC MAP

As reported in the previous paper [10], the Strategic Map specifies objectives and interconnections running through the four Perspectives. Repeated detection of achieved results for KPIs permitted to verify cause-and-effect linkages that were previously only hypothesized. In particular, links shown by blue arrows could be identified. Rise in number of web connected GPs, indicator belonging to improvement in information technology KPA of Growth and Learning Perspective allowed to deliver more reports by web, improving innovation in service production and offer, a KPA of Internal Processes Perspective. In Community Perspective, this relates to service appropriateness and subsequently to meeting health needs of the population in collaboration with other operators. Attainment of these two objectives can improve business synergies and economic efficiency, KPAs belonging to Financial Resources Perspective.