

TO: Chair and Members of the Board of Health

FROM: Christopher Mackie, Medical Officer of Health

DATE: 2016 May 19

2016 STRATEGIC PLAN BALANCED SCORECARD

Recommendation

It is recommended that the 2016 Balanced Scorecard, [Appendix B](#) to Report No. 034-16 re 2016 Strategic Plan Balanced Scorecard, be approved.

Key Points

- The draft 2016 Balanced Scorecard was reviewed by the Governance Committee on April 21, 2016.
- This balanced scorecard aligns the organization's activities to the vision and strategy of the organization, improves internal and external communications, and assists in monitoring organization performance against the strategic priorities and objectives identified in the 2015-2020 MLHU Strategic Plan.

Background

The Balanced Scorecard is a performance management tool that allows the Middlesex-London Health Unit to report on the progress of our strategic priorities identified in the 2015-2020 Strategic Plan ([Appendix A](#)). This report provides an update on the 2016 Balanced Scorecard which was discussed at the Governance Committee meeting on April 21, 2016.

2016 Balanced Scorecard

Feedback from the Governance Committee members was integrated into the 2016 Balanced Scorecard ([Appendix B](#)). This scorecard provides a high level summary of the activities and tasks expected to be completed in 2016 as well as indicators to measure performance.

It is important to note that the Balanced Scorecard is intended to be a reporting and performance management tool, and it does not fully articulate all of the activities that are being done across the organization to meet our strategic objectives. At the management level, this is done through a comprehensive program planning and evaluation process and through the development of cascading balanced scorecards at the division and team levels.

Cascading Balanced Scorecards

Cascading the Balanced Scorecard to the division, team and staff levels allows the management team to align the work of staff with the organization's strategic directions. This process has begun in 2016 with the development of Divisional Balanced Scorecards and will continue in future years with the development of Team and Staff Balanced Scorecards. An example of what this process looks like for one of our strategic priorities is attached ([Appendix C](#)).

Next Steps

The Senior Leadership Team and MLHU staff will continue to work on the activities identified in the 2016 MLHU Balanced Scorecard and commence will cascading scorecards at the divisional level. Reporting of the strategic priorities of the Health Unit will be provided to the Governance Committee and the Board of Health semi-annually in April and October.

This report was prepared by Mr. Jordan Banninga, Manager, Strategic Projects.



Christopher Mackie, MD, MHSc, CCFP, FRCPC
Medical Officer of Health