

Collaborative Governance Accountability System Alignment

SERVICE ACCOUNTABILITY AGREEMENTS

- Sets out "high-level" financial & customer outcomes expected for money provided

STRATEGIC BALANCED SCORECARD

- describes strategy, measures & targets
- guides execution
- information on performance

Service Accountability Agreement with the LHIN

Balanced Governance Scorecard

Financial	Customer/Stakeholders
<ul style="list-style-type: none"> Enhance long-term value for owners/customers Balanced Budget Leveraged use of resources Maintain high level of risk management 	<ul style="list-style-type: none"> Accessibility Quality Care/Outcomes Seamless Services Customer Satisfaction
Value-Added Processes	Learning & Growth Enablers
<ul style="list-style-type: none"> Strategy approval process/dialogue Performance oversight, monitoring and Accountability Process Strategic Budgeting Process Quality Assurance & Risk Management Process Compliance and Communication Succession Planning Process 	<ul style="list-style-type: none"> Capacity-building for governance Develop Coaching Skills Invest in the learning & growth of staff and board Performance information system and IT support for governance

BALANCED GOVERNANCE SCORECARD

- states the financial & customer outcomes
- defines the strategic contribution of the board
- helps manage the performance of board/committees
- clarifies the strategic information the board needs

Organizational Balanced Scorecard

Financial	Customer
<ul style="list-style-type: none"> Balance Revenue and Costs Asset Utilization Efficiency/Effectiveness Leveraged Use of Resources 	<ul style="list-style-type: none"> Accessibility Quality Care/Outcomes Seamless Services Customer Satisfaction
Value-Creating Processes	Learning & Growth Enablers
<ul style="list-style-type: none"> Core Process: Quality Care Support Processes Integrated Service Design 	<ul style="list-style-type: none"> Human Capital and Strategic Competencies Accountability and Strategic Budgeting Information Capital Alignment & Culture

Dialogue & Continuous Dynamic Evaluation & Learning

Accountability Agreements For CEO & Chief-of-Staff

Managerial Accountability Agreements

Medical Chiefs' Agreements

HEALTH LINKS PARTNERSHIP

- Lead partner accountability to the LHIN

Health Links Business Plan Accountability to the LHIN

Local System Scorecard

ACCOUNTABILITY AGREEMENTS

- sets out what parts of the scorecard each individual is accountable for achieving & the supports they need to be successful.