

## Balanced Quality Scorecard (Template)

Populate one row per indicator. Keep the set small enough to review every meeting. Each indicator needs a definition, a target, a data source, a frequency and a named owner — an indicator without these is a number, not a measure.

| Domain          | Example indicator                    | Target | Source | Frequency | Owner |
|-----------------|--------------------------------------|--------|--------|-----------|-------|
| Safe            | Falls with harm per 1,000 bed-days   | [ ]    | [ ]    | Monthly   | [ ]   |
| Safe            | Healthcare-associated infection rate | [ ]    | [ ]    | Monthly   | [ ]   |
| Effective       | Care-bundle compliance (%)           | [ ]    | [ ]    | Monthly   | [ ]   |
| Effective       | Risk-adjusted mortality              | [ ]    | [ ]    | Quarterly | [ ]   |
| Patient-centred | Patient experience score             | [ ]    | [ ]    | Monthly   | [ ]   |
| Timely          | Time to treatment / wait             | [ ]    | [ ]    | Monthly   | [ ]   |
| Efficient       | Length of stay vs. expected          | [ ]    | [ ]    | Monthly   | [ ]   |
| Equitable       | Outcome gap across groups            | [ ]    | [ ]    | Quarterly | [ ]   |

**Note** · Display each indicator as a run or control chart, not a single number against last month — variation, not the latest point, is what tells you whether to act.

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