



# Results That Matter Team

## Community Health Strategy Management: Adding Value One Step at a Time

Our **Community Balanced Scorecard (CBSC)** methodology includes tools and techniques public health leaders can use to develop and manage the collaborative strategies needed to improve public health outcomes. **We can help you use our tools in a step-by-step fashion, and add value to community health improvement with each step**, even if you cannot make a long-term commitment to an integrated data-driven system.

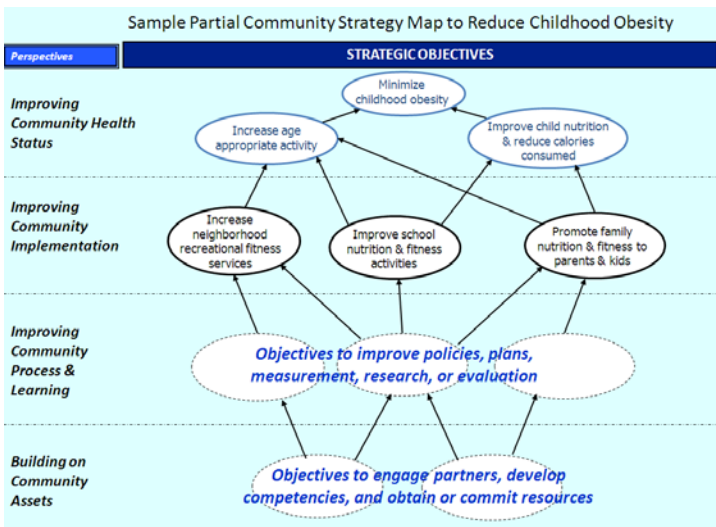
“The process of working through the steps of the community scorecard has helped our Wellness Council fine-tune its purpose and structure. The process has been very worthwhile. I strongly doubt we would have made the progress we have made if we had not utilized the community scorecard.”

*Anne Morse, Assistant Director of Nursing, Summit County Health District (Ohio)*

### Typical steps in the journey:

**Start:** Partners interested in a priority community health issue agree on a **vision for change**.

#### Next Step: Work Together to Map the Strategy



#### Strategy Maps Provide Added Value

- **Agreement on a clear path** for how to build on community assets, and focus policies, services, and quality improvements to achieve desired outcomes.
- **A powerful communication tool** to
  - Ensure all participants understand their roles and how they contribute to achieving the vision.
  - Recruit more community partners to find their roles in the strategy.
  - Engage investors, residents, and the media to support the strategy.

#### Another Step: Develop Partner Commitments to Specific Initiatives. Added Value:

- Strategy implementation on the ground begins or is strengthened.

#### Another Step: Develop Measures for Objectives and Targets for Partners. Added Value:

- Metrics define how the community will know what strategic progress is being made.
- Targets create accountability not just for partners' efforts, but also for partners' performance.

#### Another Step: Develop Systems to Collect, Manage, and Use Strategic Data. Added Value:

- Use of data over time enables the community partnership to sharpen its strategy and stay on course.

“Working with the Results That Matter Team has been very beneficial in helping our community partners work together to develop a strategic plan that addresses access to health care services for uninsured and underinsured residents. We have developed a strategy map to focus our resources toward achieving results that will make a significant difference in the health outcomes of our community.”

*Belinda Johnson-Cornett, MS, RNC, MBA, Administrator, Osceola County Health Dept. (Florida)*

Contact us at 212-349-1719 or [info@RTMteam.net](mailto:info@RTMteam.net) to discuss which steps are best for you, and how our online workshops and consulting can help you journey further on a limited budget.