



Elements of Value:

Value is created for clients through the services an organization provides. Organizations need a process to identify measure and manage value.

The process used to identify, measure and manage value includes the following:

Identification: Value is identified through the eyes of the consumer of the services an organization provides. In a healthcare environment, value has been defined as outcomes achieved per dollar spent.

Inputs - Outputs - Outcomes: are the components to identify, measure and manage value. They deal with efficiency (inputs and outputs) and effectiveness (outcomes).

Contribution Margin: is the analytic tool to evaluate and manage and monitor service delivery opportunities.

Key Performance Indicators: are metrics to measure and manage value.

Dashboard: is a reporting tool that summarizes key performance indicators in an easy to understand manner for a target audience.