

Organizations that use the five pillars to align goals sustain results. They better understand their own goals and their current position with respect to those goals. Also, since all leaders are evaluated against established metrics under each pillar, it provides a framework for the evaluation process, meeting agendas, communications, and work planning. This keeps the organization balanced in both its short- and long-term objectives.

In short, the pillars ensure that priorities are focused and vital resources are appropriately distributed in order to achieve long-term results.

Service	Quality	People	Finance	Growth
<ul style="list-style-type: none"> • Increased patient satisfaction • Decreased patient complaints • Reduced claims • Reduced malpractice expense 	<ul style="list-style-type: none"> • Improved clinical outcomes-decreased patient falls • Decreased door to provider times • Decreased AMAs • Decreased unscheduled 48-hour returns • Reduced medication errors 	<ul style="list-style-type: none"> • Reduced turnover • Improved employee and physician satisfaction • Reduced vacancies • Reduced agency costs • Reduced overtime • Reduced physicals and cost to orient 	<ul style="list-style-type: none"> • Increased revenue • Increased upfront collections • Decreased left without treatment rates • Improved payer mix 	<ul style="list-style-type: none"> • Increased volume • Improved word of mouth • Improved market share