

COMMUNITY PERSPECTIVE

USER

Satisfy the healthcare needs of the reference population Increase user trust

OWNER

Ensure an equal, appropriate and sustainable service in collaboration with the region

PUBLIC ENTITY

Safeguard the working environment, ensuring the best hygiene and organisational conditions

INTERNAL PROCEDURE PERSPECTIVE

Improve response capacity

Increase attractiveness for extra-provincial population

Improve appropriateness of performance

Risk Management

Accreditation

Improve user knowledge of services and products provided

Improve inter-personal aspects of rapport with user

Rationalise and innovate the structure of the products and services provided

Maintain excellent hygiene and organisational standards

FINANCIAL RESOURCE PERSPECTIVE

Ensure financial sustainability

GROWTH AND LEARNING PERSPECTIVE

HUMAN ASSETS

Continual updating Improve interpersonal skills

INFORMATION ASSETS

Improve the capacity to update and utilise information flow

ORGANISATIONAL ASSETS

Initiate and evaluate organisational wellbeing Improve inter- and intra-departmental cooperation

