



Strategic Foundations Session

June 7-8, 2016

PERSPECTIVES

BSI – Perspectives

EXPLANATION: Perspectives identified via small and large group exercises.

DEFINITIONS PER BSI:

Perspectives: Different views of organizational performance; performance dimensions.

- The names of the perspectives will change from organization to organization, but the *concepts* remain constant.

BSI perspectives:

- *Organizational Capacity or Learning and Growth:* How we support internal processes through improved tools, technology; knowledge, skills and abilities; Infrastructure; Work culture, innovation, and leadership; Governance
- *Internal Process:* Focuses on processes that create value for customers; Not human resources or other capacity building processes (Process Efficiency)
- *Financial Stewardship:* How do we maximize value and effectiveness of our mission? (Example: Financial Performance)
- *Customer and Stakeholder:* Through the eyes of the customers and stakeholders, how will do our products and services meet their needs? (Example: Satisfaction)

BSI – Perspectives for Upstate Medical University

Learners, Patients, Community, & Other Stakeholders



Financial Stewardship



Internal Processes



Organizational Capabilities
(People, Facilities, Technology)

