

Step-by-Step Instructions for Case Study Assessment

Getting Started

Suggested Timeframe: 1 – 2 hours

- Prep your calendar for five 2-3 hour blocks of time to complete the pre-work
- Review the 2021-2022 Baldrige Excellence Framework - Healthcare
- Read the full Copansburg Regional Health System Case Study.
 - **Pro Tip:** Highlight or take notes of key processes as you are reading the full case study. Pay particular attention to those approaches that are discussed multiple times and note the items they are discussed in. This will help you to identify integration points for the organization.
 - **Pro Tip:** Take note of questions, unclear examples and gaps as you are reading the full case study. These areas may be of enough importance to serve as opportunities for improvement in your Independent Review analysis.

Creating the Key Factors List

Suggested Timeframe: 2 – 3 hours

Key factors are the attributes of an organization or its environment that influence the way the organization operates and the key challenges it faces. Examiners will use key factors to focus their assessments on what is important to the applicant.

- Open Scorebook Navigator: [Scorebook Navigator™ - Login](#)
- Click on the “2022 Copansburg Regional Health System Case Study” to access your scorebook. Then, click on “Key Factors” in the menu bar to access the “Key Factors” screen.
- Read the Criteria questions for **Items P.1 and P.2** in the 2021-2022 Baldrige Excellence Framework – Healthcare criteria
- In the Copansburg Regional Health System Case Study, review the Organizational Profile, which responds to these item questions, and use the information to identify the organization’s key factors.
- Enter identified key factors in Scorebook Navigator.
 - Use the drop-down menu on the “Key Factors” screen to select the appropriate item reference (i.e., P.1a, P.1b, etc.).
 - Click on a numbered row to select the field and begin typing. Enter your entire key factor, including a title/heading, in the box provided.
 - **Example: Service Offerings:** CRHS’s main service offerings are...
 - Click the “Save” icon () after you enter **each** key factor.

- **Pro Tip:** A link to a sample list of key factors from Item P.1a is included on the examiner resources webpage under the “Pre-Work” header. You may cut and paste these into your list in Scorebook Navigator or use them to develop your own key factors for P.1a.
- **Pro Tip:** You may identify key factors in sections of the organization’s application besides the Organizational Profile. For example, you may determine that the organization’s strategic objectives, described in Category 2.1, should be included in the list of key factors. In this case, document the key factor under the item reference you determine to be most appropriate.

Assessing the Case Study – Process Items

Suggested Timeframe: 2 – 3 hours per item

*Use the following approach to assess the two process-related items (**Items 2.2 and 6.1**) assigned for pre-work and record your observations in Scorebook Navigator.*

1. Read the Criteria questions for the item you are assessing.

- For example, before you assess Item 2.2, read the Criteria questions for Item 2.2 to refresh your memory as to the processes you are trying to identify.
- Review your notes from your full read of the CRHS Case Study.

2. **Access Scorebook Navigator**

- Click on the “2022 Copansburg Regional Health System Case Study” to access your scorebook.
- Click on “Item Evaluation” in the menu bar and use the drop-down menu to select the item you are assessing.

3. Assign key factors to the item.

- The drop-down menu in each row of the “Key Factor References” panel includes the master list of key factors you documented on the Key Factors” screen.
- Select the 4 – 6 most relevant key factors for the item based on the Criteria questions.
- Click the “Save” icon after each selection.

4. Analyze the section of the Cophansburg Case Study application relevant to the Criteria item you are assessing.

- Read the relevant section of the application and identify processes described by the organization in response to the Criteria questions, as well as gaps between the Criteria and the organization’s response.
 - Also, consider what processes you would expect to see based on the key factors identified for the item.
- Determine if each of the process and gaps you have identified are at the **Basic, Overall, or Multiple** level questions
- Evaluate the processes and gaps you have identified using the **Approach, Deployment, Learning, and Integration (A-D-L-I)** evaluation factors.
 - **Pro Tip:** The A-D-L-I Process Evaluation Factors resource sheet is available with the Process Scoring Guidelines on the examiner resources webpage under the “Pre-Work” header.

- Identify areas of strength (evidence of a systematic approach (A); evidence of appropriate deployment across the organization (D); evidence that the approach has undergone cycles of learning and improvement (L); and evidence that the approach is integrated in the organization (I)).
- Identify areas of opportunity (lack of a systematic approach (A); incomplete or inconsistent deployment across the organization (D); lack of cycles of learning (L); and lack of integration (I)).

5. Identify and document approximately 6 (combined) most critical strengths and opportunities for improvement (OFIs) for the item you are assessing.

- o Using the identified key factors, determine which areas of strength and opportunity noted above are most critical to the organization.
- o Document the strengths in the “Strengths” panel and the OFIs in the “Gaps & OFIs” panel on the “Item Evaluation” screen in Scorebook Navigator. You should have a total of approximately 6 combined strengths and OFIs **for each item you assess** (for example, 5 strengths and 3 OFIs).
 - Click on an empty row in the appropriate panel to enter a strength or OFI.
 - Select the key factor(s) most relevant to the strength or OFI comment you are entering, using the provided checkboxes. These are the 4 – 6 key factors you identified as being most relevant the Criteria item you are assessing.
 - Select the (++) checkbox to flag high priority strengths and the (- -) checkbox to flag OFIs you believe are most critical to the organization.
 - In the empty box under “Strengths” or “Gaps & OFIs”, write a topic sentence or main point for your strength or OFI observation, as appropriate.

***Strength Example:** CHRS has a systematic, well-deployed strategic planning process.*

***OFI Example:** CRHS lacks a systematic approach for tracking organizational performance data.*

- In the empty box under “As Evidenced By”, list the specific evidence you observed in the application (or, in the case of OFIs, the evidence lacking) for each comment and whether the observation is at the Basic, Overall or Multiple level question.
- **Pro Tip:** Include figure and page numbers in your list of evidence for easy reference.
- Using the provided checkboxes, indicate the evaluation factors (A-D-L-I) that are relevant to your comment. For the strength example listed above, you would check the boxes for “A” and “D”; you would check the “A” box for the OFI example.
- Using the provided checkboxes, indicate the item reference(s) the comment addresses, such as 2.2a(1), 2.2b, etc.
- Click the “Save” icon after entering each strength and OFI.
- **NOTE:** Scorebook Navigator does not have an auto-save feature, so it is critical that you click the “Save” icon frequently after every entry. Scorebook Navigator will time-out after a period of inactivity. Your work will not be saved if your session times out and you have not clicked the “Save” icon.
- Repeat these steps for each of your approximately 6 strength and OFI comments.

Repeat the steps above for each process item assigned for pre-work (Items 2.2 and 6.1).

Assessing the Case Study – Results Item

Suggested Timeframe: 2-3 hours

Use the following approach to assess the results-related item (**Item 7.1**) assigned for pre-work and record your observations in Scorebook Navigator.

1. Read the Criteria questions for the item you are assessing.

- For example, before you assess Item 7.1, read the Criteria questions for item 7.1 to refresh your memory as to the processes you are trying to identify.
- Review your notes from your full read of the CRHS Case Study.

2. Access Scorebook Navigator

- Click on the “2022 Copansburg Regional Health System Case Study” to access your scorebook.
- Click on “Item Evaluation” in the menu bar and use the drop-down menu to select the item you are assessing.

3. Assign key factors to the item.

- The drop-down menu in each row of the “Key Factor References” panel includes the master list of key factors you documented on the Key Factors” screen.
- Select the 4 – 6 most relevant key factors for the item based on the Criteria questions.
- Click the “Save” icon after each selection.

4. Analyze the section of the Copansburg Regional Health System Case Study application relevant to the Criteria item you are assessing.

- Read the relevant section of the application and identify results provided by the organization in response to the Criteria questions, as well as gaps between the Criteria and the organization’s response.
 - Consider what results you would expect to see based on the organization’s key factors and the approaches identified during your assessment of the process items. Are there any results “missing”?
- Review all responses, graphs, and figures individually, and then **group** them as appropriate in your comments. For example, consider grouping all results related to customer surveys or grouping all results showing comparisons against the same benchmark or competitor.
- Determine if each of the process and gaps you have identified are at the **Basic, Overall, or Multiple** level questions. Evaluate the results and gaps you have identified using the **Levels, Trends, Comparisons, and Integration (Le-T-C-I)** evaluation factors.
 - **Pro Tip:** *The Le-T-C-I Results Evaluation Factors resource sheet is available on the examiner resources webpage under the “Pre-Work” header.*
 - Identify areas of strength (evidence of high performance levels (Le); positive performance trends (T); favorable performance against comparative data sources (C); and results that are important to the organization (I).

- Identify areas of opportunity (evidence of low performance levels (Le); negative performance trends (T); unfavorable comparisons (C); and results missing in areas of important to the organization (I).

5. **Identify and document approximately 6 (combined) most critical strengths and opportunities for improvement (OFIs) for the item you are assessing.**

- **Pro Tip:** You don't need to provide observations on every figure in the application. Instead, focus on figures that are responsive to the Criteria questions and address important performance requirements identified in the Organizational Profile and the process items—or identify results that are missing in these areas.
- Using the identified key factors, determine which areas of strength and opportunity noted above are most critical to the organization.
- Document the strengths in the “Strengths” panel and the OFIs in the “Gaps & OFIs” panel on the “Item Evaluation” screen in Scorebook Navigator. You should have approximately 6 combined strengths and OFIs **for each item you assess** (for example, 5 strengths and 3 OFIs).
 - Click on an empty row in the appropriate panel to enter a strength or OFI.
 - Select the key factor(s) most relevant to the strength or OFI observation you are entering, using the provided checkboxes. These are the 4 – 6 key factors you identified as being most relevant the Criteria item you are assessing.
 - Select the (++) checkbox to flag high priority strengths and the (- -) checkbox to flag OFIs you believe are most critical to the organization.
 - In the empty box under “Strengths” or “Gaps & OFIs”, write a topic sentence or main point for your strength or OFI observation, as appropriate.

Strength Example: CRHS demonstrates favorable levels and trends for results related to the organization's legal and regulatory requirements.

OFI Example: CHRS demonstrates unfavorable comparisons for its results related to workforce engagement.

- In the empty box under “As Evidenced By”, list the specific evidence you noted in the application for each observation and whether the observation is at the Basic, Overall or Multiple level question. For “missing” results, identify the results you expected to see based on the organization's processes and key factors.
- **Pro Tip:** Document the figure numbers and titles of results charts and graphs for easy reference.
- Using the provided checkboxes, indicate the evaluation factors (Le-T-C-I) that are relevant to your observation. For the strength example listed above, you would check the boxes for “Le” and “T”; you would check the “C” box for the OFI example.
- Using the provided checkboxes, indicate the item reference(s) the comment addresses, such as 7.1a, 7.1b(2), etc.
- Click the “Save” icon after entering each strength and OFI.
- **NOTE:** Scorebook Navigator does not have an auto-save feature, so it is critical that you click the “Save” icon frequently after every entry. Scorebook Navigator will time-out after a period of

inactivity. Your work will not be saved if your session times out and you have not clicked the "Save" icon.