

Perspectives	Metric / KPI
Financial	Return on Investment (ROI) Rate of revenue growth Rate of cost reduction
Customer	Level of customer satisfaction Level of customers' data access Easiness level of customers' data access
Internal Operation	Visibility level for corrective actions On-budget delivery Increased accuracy of diagnosis Increased interoperability of healthcare IS
Innovation and Learning	Traceability level of pharmaceuticals Training days / person
External & Regulatory	Compliance level with HIPPA Administration cost to comply with HIPPA Compliance costs for GDPR Rate of data breach