

Case Study Analysis

Read the Case:

Title: Working Together for Success: The Balanced Scorecard Solution at Peel Memorial Hospital

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Harber, B. W. (1998). The balanced scorecard-solution at Peel Memorial Hospital. *Healthcare Quarterly*. Retrieved from <http://www.longwoods.com/content/16744>

Prepare a case analysis on the topic of Performance Management.

The case analysis should be a minimum of 3-pages long, double-spaced. Check for correct spelling, grammar, punctuation, mechanics, and usage. Citations should use APA style.

Case Analysis Question: How does Performance Management directly affect the success of an organization in meeting its goals and mission?

Your analysis of this case and your written submission should reflect an understanding of the critical issues of the case; integrate the material covered in the text and present concise and well-reasoned justifications for the stance that you take.

Case Analysis Criteria

Your case analysis should consist of:

- A brief analysis of the situation and pending decision problem, as presented in the case, and as relevant to your answer. This should be exceptionally brief and you should assume the person reading the Assignment is familiar with the details of the case.
- Identification of the major issues surrounding the organization or individuals involved with the organization.
- Identification of alternate courses of action to address the issues identified.
- The decision or recommendation for action, with the appropriate supporting arguments.
- The Case Question is designed to guide the direction of your analysis in the case. Your analysis should address and ultimately answer the question.

You may discuss your Case Analysis Assignment with the class and Team Members (and you are encouraged to on the Discussion Board or in the Team Area), but you must submit your own original work.

Case Analysis Tips

Avoid common errors in case analyses, such as:

1. Focusing too heavily on minor issues.
2. Lamenting because of insufficient data in the case and ignoring creative alternatives.
3. Rehashing of case data — you should assume the reader knows the case.
4. Not appropriately evaluating the quality of the case's data.
5. Obscuring the quantitative analysis, making it difficult to understand.

Typical “minus (-)” grades result from submissions that...

- are late.
- are not well integrated and lack clarity.
- do not address timing issues.
- do not recognize the cost implications or are not practical.
- get carried away with personal biases and are not pertinent to the key issues.
- are not thoroughly proofread and corrected.

Case Analysis Submission

Before you submit your Case Analysis, you should save your work on your computer in a location that you will remember. Save the document using the naming convention:

Username_Unit4_CaseAnalysis.doc.

Make sure your document includes:

- Your Name
- Date
- Course Name and Section Number
- Unit Number
- Case Name
- Page Numbers

When you are ready, submit your paper to the Unit 4 Case Analysis Dropbox.