

MINISTRY OF EDUCATION OF THE REPUBLIC OF BELARUS

STATE EDUCATIONAL INSTITUTION  
"SCHOOL OF BUSINESS OF BELARUSIAN STATE UNIVERSITY"

Chair of Innovative Management

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**Application of Balanced Scorecard in hospital performance management  
-- a case study of Hospital A**

Master`s thesis

specialty 1-26 80 04 "Management"  
(profile "Financial Management")

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## **GENERAL CHARACTERISTICS OF THE WORK**

Master's thesis on the topic: Application of Balanced Scorecard in hospital performance management -- a case study of Hospital A, 61 pages., 13 tables.

Keywords: PUBLIC HOSPITALS, PERFORMANCE EVALUATION, APPLICATION EFFECT ANALYSIS, FINANCIAL DIMENSION, CUSTOMER DIMENSION, INTERNAL PROCESS DIMENSION, LEARNING AND GROWTH DIMENSION, WEIGHT RATIO, FEASIBILITY ANALYSIS, SWOT, BALANCED SCORE CARD, QUANTITATIVE INDEX

The aim of the study is to provide a reference for other newly upgraded comprehensive tertiary hospitals, multidimensional evaluation of hospital performance, and provide theoretical and practical reference.

In order to achieve the above stated goal, the following objectives have been developed:

Firstly, the paper expounds the related concepts of performance and balanced scorecard. Then, combining literature research and case analysis, this paper analyzes the achievements and some problems of the Balanced Scorecard in the performance management of a hospital from the four dimensions of finance, patients, internal process, learning and growth, so as to ensure the reliability and practicability of the research conclusions.

Object of the research: a top three hospital is the best hospital for local people to treat diseases. The hospital is a large-scale financial entity.

Subject of the research: balanced scorecard is used as a tool of hospital performance management.

Realm of the possible practical application: This paper provides some reference for the performance management of other public hospitals in China, and also has a certain reference for other newly upgraded comprehensive tertiary hospitals.

The author of the paper confirms that the computational and analytical material provided in the thesis reflects the state of the process under investigation correctly and objectively, and all theoretical, methodological and methodical provisions and concepts are referenced to their authors.