

KF Map

KF No.	Profile Question	Primary Source	Expected Results
1	Context	None - History of the Org	None
2	Main HEALTH CARE SERVICE offerings	3.2a(1)	7.1a
3	Relative importance	2.1b(2)	As segmentation in 7.1a
4	Delivery mechanisms	2.1a(4)	As segmentation in 7.1a
5	MISSION	1.1c(2)	7.4b
6	VISION	1.1a(1)	7.4a(1)
7	VALUES	1.1a(1)	7.4a(1)
8	CORE COMPETENCIES and relation to MISSION	2.1a(4)	7.4b
9	WORKFORCE profile	5.1a(4)	As segmentation in 7.3
10	Recent changes in WORKFORCE composition or needs	2.2a(4)	7.3a(1)
11	WORKFORCE groups and SEGMENTS	5.1a(4)	As segmentation in 7.3
12	WORKFORCE educational requirements	5.1a(1)	7.3a(4)
13	KEY engagement drivers	5.2a(2)	7.3a(3)
14	Organized bargaining units	5.1a(4)	As segmentation in 7.3a(2)
15	Special health and safety requirements	6.2c(1)	7.3a(3)
16	Major facilities, technologies, and equipment	1.1c(1)	As segmentation in Cat 7
17	Regulatory environment	1.2b(1)	7.4a(3)
18	Occupational health and safety regulations	1.2b(1)	7.3a(3)
19	Accreditation, certification, and registration requirements	1.2b(1)	7.4a(3)
20	Industry standards & regulations (environmental, financial, product)	1.2b(1)	7.4a(3)
21	Organizational structure and GOVERNANCE system	1.2a(1)	7.4a(2)
22	Reporting relationships among GOVERNANCE board, SENIOR LEADERS, and parent organization	1.2a(1)	7.4a(2)
23	KEY market SEGMENTS, PATIENT and other CUSTOMER, and STAKEHOLDER groups	3.2a(3)	As segmentation in 7.1a and 7.2
24	KEY requirements and expectations for HEALTH CARE SERVICES, support services, and operations	3.2a(1)	7.2a
25	Differences in requirements and expectations among market SEGMENTS, PATIENT and other CUSTOMER, and STAKEHOLDER groups	3.2a(1)	As segmentation in 7.1a and 7.2
26	KEY types of suppliers, PARTNERS, and COLLABORATORS	6.1c	7.1c
27	Role of suppliers, PARTNERS, and COLLABORATORS in WORK SYSTEMS (delivery of KEY HEALTH CARE SERVICES, and PATIENT and other CUSTOMER support services)	2.1a(4)	7.1c
28	Role of KEY suppliers, PARTNERS, and COLLABORATORS in enhancing competitiveness	2.1a(4)	7.1c
29	KEY mechanisms for two-way communication with suppliers, PARTNERS, and COLLABORATORS	6.1c	7.1c
30	Role of suppliers, PARTNERS, and COLLABORATORS in implementing INNOVATIONS	4.1c(2)	7.1b(1)
31	KEY supply chain requirements	6.1c	7.1c

Organizational Environment

Org Relationships

KF Map

	KF No.	Profile Question	Primary Source	Expected Results
Comp Environment	32	Competitive position	2.1a(3)	7.5a(2)
	33	Relative size and growth in the health care industry or markets served	2.1a(3)	7.5a(2)
	34	Numbers and types of competitors and KEY COLLABORATORS	2.1a(3)	7.5a(2) (for competitors)
	35	KEY changes that affect competitive situation, including opportunities for INNOVATION and collaboration	2.1a(3)	7.4b
	36	KEY sources of comparative and competitive data within health care industry	4.1a(2)	Cat 7
	37	KEY available sources of comparative data outside health care industry	4.1a(2)	Cat 7
	38	Limitations in ability to obtain comparative / competitive data	4.1a(2)	None
Strategic Context	39	KEY health care, operational, societal responsibility, and WORKFORCE STRATEGIC CHALLENGES	2.1a(3)	7.4b
	40	KEY health care, operational, societal responsibility, and WORKFORCE STRATEGIC ADVANTAGES	2.1a(3)	7.4b
PI Sys	41	KEY elements of PERFORMANCE improvement system	6.1b(4)	7.1b(1)
	42	KEY processes of evaluation and improvement of KEY projects and processes	6.1b(4)	7.1b(1)