

# Using the Baldrige Framework to Understand your KM Needs

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**CANCER CENTER**  
*Making Cancer History®*

## Background: M. D. Anderson

- Designated CCC
- U.S. News & World Report Ranking
  - “America’s Best Hospitals”: #1 in the nation for cancer care
  - The fifth time in eight years that M.D. Anderson has achieved the highest ranking



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## Background: M. D. Anderson



512	Beds
22,257	FY07 Admissions
163,007	FY07 Patient Days
922,985	FY07 OP Visits
16,840	Employees
9,925,519	Sq. Ft. Total Space

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## Background: CSS Division

### Clinical Support Services

The vision of the Clinical Support Services team is for every employee:

- To be the best at what we do
- To deliver outstanding customer service with compassion
- To share creative ideas and best practices with each other and with organizations outside M. D. Anderson



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# Objectives

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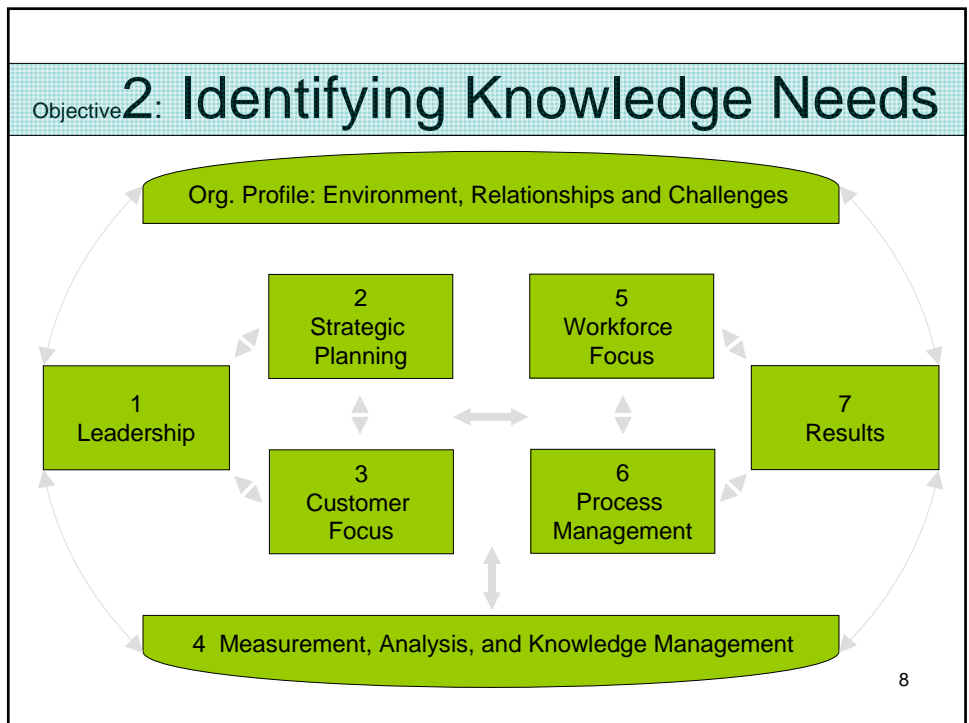
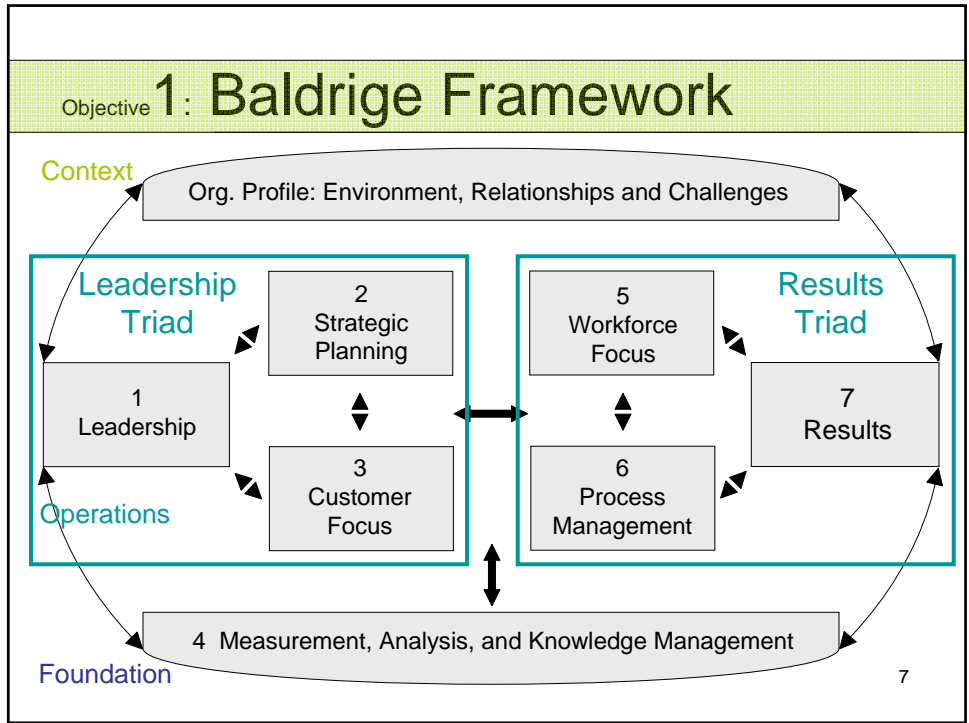
1. Introduce (or reintroduce) the Baldrige Framework
2. Utilize the Framework to Identify Key Knowledge Needs
3. Propose a Model to Focus your KM Needs

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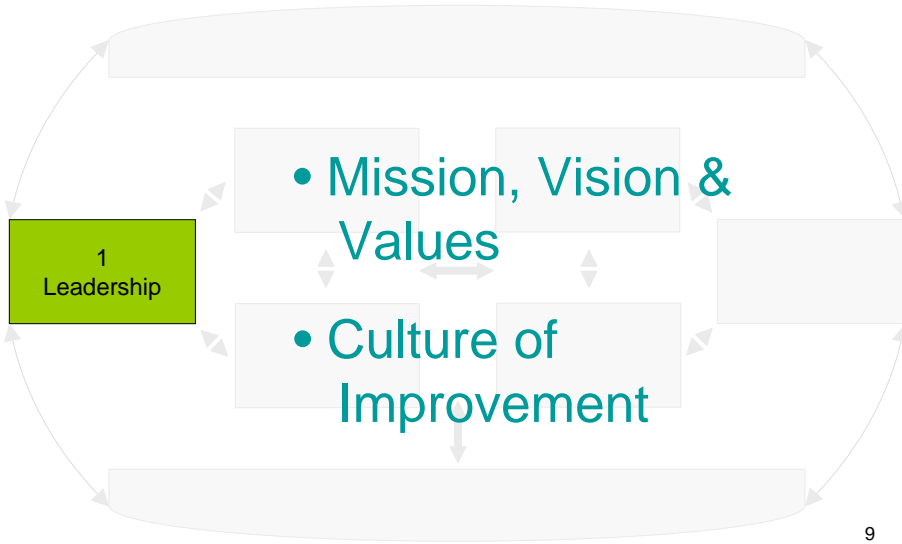
## Objective 1: Baldrige Framework

- OP: Organizational Profile
- Category 1: Leadership
- Category 2: Strategic Planning
- Category 3: Customer Focus
- Category 4: Measurement, Analysis & Knowledge Management
- Category 5: Workforce Focus
- Category 6: Process Management
- Category 7: Results

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Objective 2: Identifying Knowledge Needs



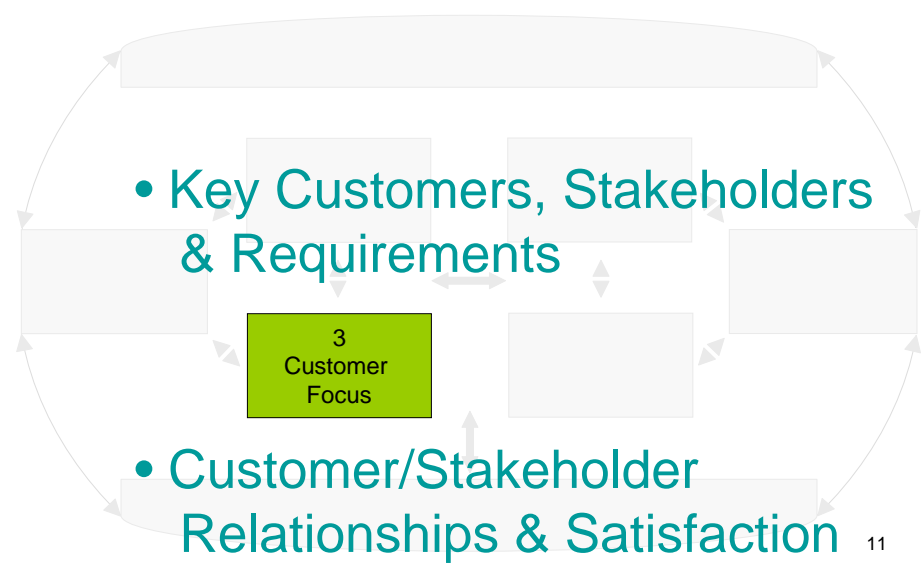
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Objective 2: Identifying Knowledge Needs

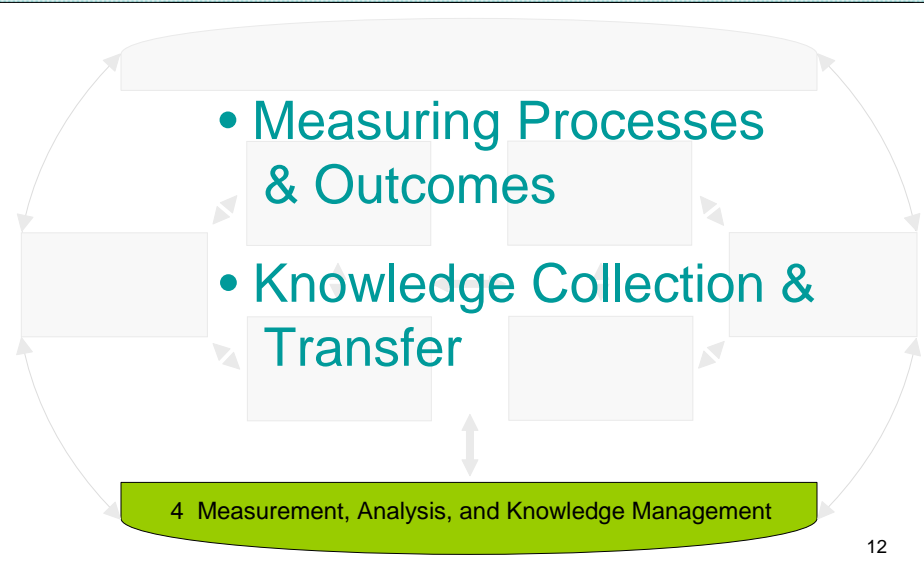


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Objective 2: Identifying Knowledge Needs



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Objective 2: Identifying Knowledge Needs

- Workforce Capability & Capacity
- Workforce Engagement, Satisfaction, Performance Management & Development

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Workforce  
Focus

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Objective 2: Identifying Knowledge Needs

- Core Competencies & Work Systems
- Key Work Process Design, Management, Measurement & Improvement

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Process  
Management

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Objective 2: Identifying Knowledge Needs

- Product/Service Quality Outcomes
  - Customer-Focused Outcomes
  - Financial/Market Outcomes
  - Workforce-Focused Outcomes
  - Process Effectiveness Outcomes
  - Leadership Outcomes
- Levels, Trends & Comparisons -
- 
- 7 Results
- 15

Objective 3: A Model for Focused KM

