

Evidence-based Administration – A large European metropolitan area

Balanced Scorecard implementation

- 20 strategy maps
- 500+ objectives
- Over 700 system users.
- highly automated.
- Each territorial district, functional unit and support unit has its own map and scorecard.

Evidence-based Administration

- Managed with a performance reporting tool that enables a monthly performance analysis process.
- All commentary and analysis is loaded into the system for each objective
- Next round of decision making is based on all available evidence.
- City continues to strengthen the skills used to manage and leverage this information
- A results-oriented culture across the municipal managers and the Mayor
- Decision making increasingly fact-based and strategic.

Taula 26: Indicadors d'atenció primària

	2011	2012	2013	2014	% 2014/ 2011
Població en general					
Persones ateses als centres de serveis socials	64.514	68.635	70.872	73.027	13,2%
Persones ateses amb serveis d'atenció domiciliària	16.582	18.788	19.382	19.907 (1)	20,2%
Persones ateses amb servei de teleassistència	53.161	59.473	67.414	72.854	37,0%
Persones grans					
Estades a centres residencials	106.322	107.343	106.325	106.372	0,0%
Beneficiaris Totals Targeta Rosa	252.139	250.211	247.029	246.544	-2,2%
Persones vulnerables					
Persones ateses als centres de dia	2.842	2.801	2.496	2.564	-9,8%
Àpats servits als menjadors socials	375.709	380.737	489.213	519.842	38,4%
Persones nou vingudes					
Persones ateses al SAIER	11.037	10.317	9.784	10.379	-6,0%
Infància en risc					
Menors atesos als centres oberts	1.591	1.773	1.926 (2)	2.030	27,6%
Persones amb discapacitat					
Persones ateses als centres de serveis socials	4.569	5.890	5.882	6.030	32,0%
Viatges del Servei de Transport Públic	302.809	270.521	286.714	331.710	9,5%

Report on the four year growth in use of services and associated reduction in incidence/prevalence of targeted health conditions.