SF HEALTH NETWORK
SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

TRUE NORTH METRICS - Overview

SAFETY	QUALITY	CARE EXPERIENCE	WORKFORCE	FINANCIAL STEWARDSHIP	EQUITY
Eliminate harm to patients and staff	Improve the health of the people we serve	Provide the best heatlh care experience	Create an environment that values and respects our people	Provide financially sustainable health care services	Eliminate disparities

SF Health Network True North Outcomes

Meet 70% of Safety targets (7 of 10 metrics)	Meet 70% of Quality targets (8 of 11 metrics)	Meet 70% of Care Experience targets (8 of 11 metrics)	Meet 70% of Workforce targets (6 of 9 metrics)	Meet 70% of Financial Stewardship targets (5 of 7 metrics)	Meet 70% of Equity targets (6 of 9 metrics)

Division/Section Metrics

	SAFETY	QUALITY	CARE EXPERIENCE	WORKFORCE	FINANCIAL STEWARDSHIP	EQUITY
ZSFG	Reduce incidence of preventable complications Reduce staff injuries	Reduce preventable mortality (Observed/Expected) Reduce hospital admissions	Increase patient satisfaction ratings Reduce patient wait time in the Emergency Department	Develop problem solvers among staff Increase staff trained in Lean thinking	Decrease length of stay	Develop standard work for capturing patient/client race, ethnicity, language, sexual orientation and gender identity
LHH	Reduce resident falls resulting in major injuries Reduce preventable staff injuries	Reduce incidence of pressure ulcers Increase staff flu vaccination	Increase resident satisfaction ratings Reduce wait time for Acute Rehabilitation	Improve overall job satisfaction ratings among staff	Decrease overtime utilization	Develop standard work for capturing data about LGBT patients Decrease disparities in resident satisfaction with LHH services among limited English speaking residents
HAH	Reduce preventable staff injuries	Reduce hospital readmissions through improved discharge follow-up	Increase client satisfaction ratings	Improve overall job satisfaction ratings among staff	Decrease length of stay	Develop standard work for capturing data about LGBT patients
PC	Reduce hospital readmissions	Reduce childhood caries Improve blood pressure control among hypertensive patients Increase delivery of tobacco cessation counseling	Improve patient satisfaction ratings Improve timely access to primary care services	Improve overall staff engagement ratings	Increase total revenue through timely documentation	Develop standard work for capturing data about LGBT patients Improve blood pressure control among African American hypertensive patients
JHS	Improve emergency opiate overdose response Improve hospital and ED discharge follow-up	Improve care transitions for discharged HIV patients	Improve access to nurse triage services Reduce wait time for high priority patients	Improve overall job satisfaction ratings	Improve clinician productivity	Develop standard work for capturing data about LGBT patients
BHS	Improve staff ratings of workplace safety	Increase number of clients with a primary care provider	Reduce patient no show rates through patient engagement	Increase overall job satisfaction ratings Increase number of staff trained in clinical supervision	Improve productivity among civil services programs	Develop standard work for capturing data about LGBT patients
MCAH	Reduce preventable employee injuries	Improve linkages to prenatal care for pregnant women	Increase client response rates for satisfaction surveys	Increase staff ratings of respect in the workplace	Increase timely submission of state mandated reimbursement requirements	Reduce disparities in preventative oral health service delivery among children of color

Transitions and Office of Managed Care will develop True North metrics starting FY 17-18

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