Laguna Honda True North Metrics FY 17-18

On Target / Off Target / Data not available*

True North Dimension: QUALITY

Section	Measure	FY 16-17 Baseline	Q1 2017	Q2 2017	Q3 2018	Q4 2018	FY 17-18 Goal
LHH	Reduce incidence of pressure ulcers	2.4%	3.5%	2.2%			1.5%
LHH	Increase staff flu vaccination	95.0%	80.0%	95.0%			95.0%

True North Dimension: SAFETY

Section	Measure	FY 16-17 Baseline	Q1 2017	Q2 2017	Q3 2018	Q4 2018	FY 17-18 Goal
LHH	Reduce resident falls resulting in major injuries	1.4%	1.4%	2.6%			1.3%
LHH	Reduce preventable staff injuries	11.0	11.3	15.2			10.5

True North Dimension: CARE EXPERIENCE

Section	Measure	FY 16-17 Baseline	Q1 2017	Q2 2017	Q3 2018	Q4 2018	FY 17-18 Goal
LHH	Increase resident satisfaction ratings	98.0%	Data Pending	Data Pending			99.0%
LHH	Increase average monthly patient referrals to Acute Rehabilitation	3.0	2.3	2.6			6

True North Dimension: WORKFORCE

Section	Measure	FY 16-17 Baseline	Q1 2017	Q2 2017	Q3 2018	Q4 2018	FY 17-18 Goal
LHH	Improve overall job satisfaction ratings among staff	66.0%	Data Pending	Data Pending			77.0%

True North Dimension: FINANCIAL STEWARDSHIP

Section	Measure	FY 16-17 Baseline	Q1 2017	Q2 2017	Q3 2018	Q4 2018	FY 17-18 Goal
LHH	Decrease overtime utilization	2.6%	2.1%	1.4%			2.0%

True North Dimension: EQUITY

Section	Measure	FY 16-17 Baseline	Q1 2017	Q2 2017	Q3 2018	Q4 2018	FY 17-18 Goal
LHH	Develop standard work for capturing homeless data	n/a	Not Complete	Not Complete			Complete
LHH	Decrease disparities in resident satisfaction with LHH services among limited English speaking residents	Data Pending	Data Pending	Data Pending			83.0%