Laguna Honda True North Metrics FY 17-18

On Target / Off Target / Data not available*

Section	Measure	FY 16-17 Baseline	Q1 2017	Q2 2017	Q3 2018	Q4 2018	FY 17-18 Actuals	FY 17-18 Goal
True North Dimension: QUALITY								
LHH	Reduce incidence of pressure ulcers	2.4%	3.5%	2.2%	2.0%	2.3%	2.3%	1.5%
LHH	Increase staff flu vaccination	95.0%	80.0%	95.0%	95.0%	95.0%	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 Actuals**	**FY 17-18 Goal**
LHH	Reduce preventable staff injuries	10.8	10.6	7.3	13.1	11.2	10.5	10.3
True North Dimension: CARE EXPERIENCE								
Section	**Measure**	**FY 16-17 Baseline**	**Q1 2017**	**Q2 2017**	**Q3 2018**	**Q4 2018**	**FY 17-18 Actuals**	**FY 17-18 Goal**
LHH	Increase resident satisfaction ratings	98.0%	96.2%	100.0%	100.0%	95.0%	97.7%	99.0%
LHH	Increase average monthly patient referrals to Acute Rehabilitation	3.0	2.3	2.6	2.4	4.6	2.9	6
True North Dimension: WORKFORCE								
Section	**Measure**	**FY 16-17 Baseline**	**Q1 2017**	**Q2 2017**	**Q3 2018**	**Q4 2018**	**FY 17-18 Actuals**	**FY 17-18 Goal**
LHH	Improve overall job satisfaction ratings among staff	66.0%	Data Pending	Data Pending	Data Pending	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 Actuals**	**FY 17-18 Goal**
LHH	Decrease overtime utilization	2.6%	2.1%	2.3%	1.2%	3.4%	2.2%	2.0%
True North Dimension: EQUITY								
Section	**Measure**	**FY 16-17 Baseline**	**Q1 2017**	**Q2 2017**	**Q3 2018**	**Q4 2018**	**FY 17-18 Actuals**	**FY 17-18 Goal**
LHH	Develop standard work for capturing homeless data	n/a	Not Complete	Not Complete	Not Complete	Complete	Complete	Complete
LHH	Decrease disparities in resident satisfaction with LHH services among limited English speaking residents	Data Pending	Data Pending	Data Pending	Data Pending	Data Pending	Data Pending	83.0%