Laguna Honda True North Metrics

Fiscal Year 2018-19 Q3 Update
## Quality

### True North Outcome

- Reduce resident harm events

### Baseline

- Total of 103 residents in FY1718 with acquired pressure injury/pressure ulcer plus the number of resident falls with major injury

### Target/Goal

- by 10%
- 93 total residents for FY1819

### Data Source

- UO Database

<table>
<thead>
<tr>
<th>FY 17-18 Baseline</th>
<th>Q1 2018</th>
<th>Q2 2018</th>
<th>Q3 2019</th>
<th>Q4 2019</th>
<th>FY 18-19 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>103</td>
<td>28</td>
<td>23</td>
<td>16</td>
<td></td>
<td>93</td>
</tr>
</tbody>
</table>
Safety

True North Outcome

• Reduce harm events for employees

Baseline

• 10.5 per 100 FTE total recordable injuries reported for FY17-18

Target/Goal

• Reduce by 5%
• 9.975 per 100 FTE total recordable injuries reported

Data Source

• DPH OSH injury database
• Accounting/Payroll database

<table>
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<tr>
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<th>Q1 2018</th>
<th>Q2 2018</th>
<th>Q3 2019</th>
<th>Q4 2019</th>
<th>FY 18-19 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.5</td>
<td>13.8</td>
<td>13.6</td>
<td>11</td>
<td></td>
<td>9.975</td>
</tr>
</tbody>
</table>
## Care Experience

### True North Outcome

- Maintain resident satisfaction ratings through our Post Discharge Surveys

### Baseline

- 100% Patient Satisfaction

### Target/Goal

- ➡️ 100% Patient Satisfaction

### Data Source

- Post Discharge Survey from Social Services

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<tbody>
<tr>
<td>100%</td>
<td>88.9%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Workforce

True North Outcome

• Improve overall job satisfaction ratings among staff

Baseline

• 82% of Employees rated their work Great or Good for FY1718

Target/Goal

• to 85% with Great or Good Rating

Data Source

• Press Ganey

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<th>FY 18-19 Goal</th>
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</thead>
<tbody>
<tr>
<td>82%</td>
<td>Data collected annually</td>
<td>85%</td>
<td></td>
<td></td>
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</table>
Financial Stewardship

**True North Outcome**
- Decrease overtime utilization

**Baseline**
- 10.4% of Overtime Variance (Overtime Variance = Difference between Actual OT % & Budget OT %)

**Target/Goal**
- to 2% of Overtime Variance

**Data Source**
- FSP Payroll Details

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</thead>
<tbody>
<tr>
<td>10.4%</td>
<td>5.9%</td>
<td>5.5%</td>
<td>4.3%</td>
<td></td>
<td>2.0%</td>
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</table>
Equity

True North Outcome
• To improve Black African American health by controlling blood pressure

Baseline
• 68% of BAA with a hypertension diagnosis are within their control guidelines

Target/Goal
• to 75% of BAA with a hypertension diagnosis are within their control guidelines

Data Source
• Prime/eCW

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<th>Q3 2019</th>
<th>Q4 2019</th>
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</tr>
</thead>
<tbody>
<tr>
<td>68%</td>
<td>80.4%</td>
<td>76.6%</td>
<td>71.8%</td>
<td></td>
<td>75%</td>
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