



Laguna Honda True North Metrics FY 18-19

On Target / Off Target / Data not available\*

True North Dimension: QUALITY								
Section	Measure	FY 17-18 Baseline	Q1 2018	Q2 2018	Q3 2019	Q4 2019	FY 18-19 Actual	FY 18-19 Goal
LHH	Reduce pressure ulcers and falls with major injury	103	28	23	17	20	88	93
True North Dimension: SAFETY								
Section	Measure	FY 17-18 Baseline	Q1 2018	Q2 2018	Q3 2019	Q4 2019	FY 18-19 Actual	FY 18-19 Goal
LHH	Reduce employee recordable injuries	10.5	13.8	13.6	11.0	10.2	11.3	9.975
True North Dimension: CARE EXPERIENCE								
Section	Measure	FY 17-18 Baseline	Q1 2018	Q2 2018	Q3 2019	Q4 2019	FY 18-19 Actual	FY 18-19 Goal
LHH	Likelihood to recommend care	100.0%	88.9%	100%	100%	94.4%	95.8%	100.0%
True North Dimension: WORKFORCE								
Section	Measure	FY 17-18 Baseline	Q1 2018	Q2 2018	Q3 2019	Q4 2019	FY 18-19 Actual	FY 18-19 Goal
LHH	Likelihood to recommend working here	82.0%	Data Collected Annually				67.0%	85.0%
True North Dimension: FINANCIAL STEWARDSHIP								
Section	Measure	FY 17-18 Baseline	Q1 2018	Q2 2018	Q3 2019	Q4 2019	FY 18-19 Actual	FY 18-19 Goal
LHH	Decrease overtime variance	10.4%	5.9%	5.5%	4.3%	2.8%	4.6%	2.0%
True North Dimension: EQUITY								
Section	Measure	FY 17-18 Baseline	Q1 2018	Q2 2018	Q3 2019	Q4 2019	FY 18-19 Actual	FY 18-19 Goal
LHH	Adequate treatment of hypertensionc for Black African American residents	68.00%	80.4%	76.6%	71.8%	73.4%	75.5%	75.00%