

# True North Scorecard

Date: 2/1/16

Owner: ZSFG Executive Team

Unit/Dept: ZSFGH-Wide



True North Category	Measure	Owner	Measure Unit	Jul	Aug	Sept	Oct	Nov	Dec	Jan	YTD Avg or Total	On-Target Off-Target Direction	Previous Year Baseline	Target
Safety	Patient Harm	Huen & Williams	Pt Harm/Mo	15	31	25	14	23			22	↓	20/mo; 238/yr	14/mo; 169/yr
Safety	Staff Injuries*	Ochi	#/Quarter			100			78		89	↓	98/Q; 392/yr	95/Q*; 380/yr*
Quality	Preventable Mortality	Huen & Williams	Obs/Exp	1.09	0.66	1.21	0.77	0.89			0.92	↓	0.85	0.80
Quality	Readmissions (30-Day)	Huen & Williams	%	9.7%	10.1%	11.1%	11.1%				10.5%	↓	12.1%	11.3%
Care Experience	Access and Flow: ED LOS Discharged Patients	Dentoni & Marks	minutes	231	268	236	232	226	219	211	227	↓	249	210
Care Experience	Patient Satisfaction: Willingness to Recommend	Critchfield & Johnson	%	65.9%	56.5%	71.6%	67.2%	70.3%			65.9%	↑	61.8%	65.0%
Developing People	A3 Practitioners - Trained	Nazeeri-Simmons & Huen	# Total	75	100	125	150	175	175	200	200	↑	50	200
Developing People	LINC Leadership Assessment: "Adept at Problem Solving"	Nazeeri-Simmons	1-5 Score				3.4			2.9	2.9	↑	n/a	4.0
Financial Stewardship	Length of Stay - Inpatient	May & Dentoni	Days	4.9	4.7	4.7	4.6	4.9	5.4	5.4	4.9	↓	4.9	4.7*
Financial Stewardship	Spend within 001 Hospital-wide Salary Annual Budget	Inouye	% Variance YTD	4.3%	1.4%	0.9%	1.1%	1.6%	1.9%	2.3%	2.3%	↑	0.9%	>0%

\*Pending Finalization

### Key Off-Target Indicators:

