

Laguna Honda True North Metrics FY 19-20

On Target / Off Target / Data not available*

True North Dimension: QUALITY							
Section Measure	FY 18-19 Baseline	Q1 2019	Q2 2019	Q3 2020	Q4 2020	FY 19-20 Actual	FY 19-20 Goal
LHH Reduce resident harm events	88	12	19	25	19	75	79
True North Dimension: SAFETY							
Section Measure	FY 18-19 Baseline	Q1 2019	Q2 2019	Q3 2020	Q4 2020	FY 19-20 Actual	FY 19-20 Goal
LHH Medication reconciliation	n/a	76.0%	86.7%	91.3%	89.3%	86%	90%
True North Dimension: CARE EXPERIENCE							
Section Measure	FY 18-19 Baseline	Q1 2019	Q2 2019	Q3 2020	Q4 2020	FY 19-20 Actual	FY 19-20 Goal
LHH Likelihood to recommend care	95.8%	100%	100%	95%	100%	99%	100%
True North Dimension: WORKFORCE							
Section Measure	FY 18-19 Baseline	Q1 2019	Q2 2019	Q3 2020	Q4 2020	FY 19-20 Actual	FY 19-20 Goal
LHH Likelihood to recommend working here	82.0%		77%			77%	85.0%
True North Dimension: FINANCIAL STEWARDSHIP							
Section Measure	FY 18-19 Baseline	Q1 2019	Q2 2019	Q3 2020	Q4 2020	FY 19-20 Actual	FY 19-20 Goal
LHH Spending rate of growth to not exceed the growth of General	n/a		-7.8%			-7.8%	
True North Dimension: EQUITY							
Section Measure	FY 18-19 Baseline	Q1 2019	Q2 2019	Q3 2020	Q4 2020	FY 19-20 Actual	FY 19-20 Goal
LHH Reduce number of discrete incidents per category (9) for B/AA	497	146	153	105	88	492	447 (-10%)