## HARBOR-UCLA MEDICAL CENTER'S 2025-2027 TRUE NORTH METRICS



Our vision is to be an inclusive healthcare organization, nationally recognized for innovative and community-engaged patient care, education, and research.

Our mission is to provide equitable and exceptional care with respect and compassion.

The following are our strategic metrics to assess our progress in meeting/achieving our mission/vision:

### We put patient care first.

Improve the percentage of patients recommending Harbor-UCLA to 80% or higher by Dec. 31, 2027.

# OUR PATIENTS OUR PATIENTS OUR COMMUNITY OUR QUALITY & SAFETY RESOURCES OUR QUALITY & SAFETY

**TRUE NORTH** 

# We care about and respect our staff.

Improve the percentage of staff who recommend Harbor-UCLA as a good place to work to 80% or higher by Dec. 31, 2027.

### We use our resources wisely.

Improve patient flow and access by 20% by Dec. 31, 2027.

# We deliver safe and high-reliability care.

Improve overall performance to meet Quality Incentive Program (QIP) goals and achieve a Leapfrog Hospital Safety "A" grade by Dec. 31, 2027.

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