



LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES  
HARBOR-UCLA MEDICAL CENTER

SUBJECT: TRUE NORTH

POLICY NO. 102

CATEGORY: Administration	EFFECTIVE DATE: 5/82
POLICY CONTACT: Denise Ranada	UPDATE/REVISION DATE: 5/22
REVIEWED BY COMMITTEE(S):	

**PURPOSE:**

To provide an overview of Harbor-UCLA's True North and the Mission, Vision, Core Purpose, Values, and Guiding Principles that support its realization.

**POLICY:**

Harbor-UCLA shall ensure all activities of the Medical Center including, but not limited to, direct patient care and services are aligned to the organization's True North.

**PROCEDURE:**

The Harbor-UCLA Medical Center's Executive Leadership Council shall annually review each statement including the True North performance metrics, update, if indicated, and communicate changes across the organization in a timely manner.

**TRUE NORTH**

True North is a precise and concise set of ideas that, when taken together, is a reflection of our purpose as an organization. It is the steadfast guide providing our organization with a unifying direction to align the work we do each and every day. True North is reflected in the following statements:

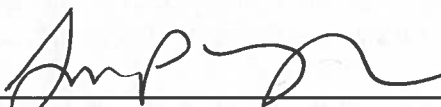
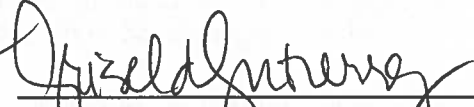
- Our Patients: We put our patients first and improve their experience.
- Our People: We are a diverse workforce that strives for equity, inclusivity, and wellness.
- Quality and Safety: We create a safe environment for patients and staff.
- Our Resources: We use our resources wisely.

**I. MISSION**


Harbor-UCLA Medical Center's mission is to provide equitable and exceptional care with the respect and compassion we would want for our loved ones. Harbor's mission is designed to drive the operational improvements necessary to achieve its True North.

REVISED: 9/86, 9/89, 10/92, 5/95, 2/99, 1/02, 1/05, 8/07, 7/10, 11/15, 11/19, 5/22

REVIEWED: 5/95, 7/10, 11/15, 11/19, 5/22

APPROVED BY:    
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**POLICY NO. 102**

**II. VISION**

Our vision is to be an inclusive healthcare organization, nationally recognized for innovative and community-engaged patient care, education, and research. Harbor's vision is what drives our future growth and development as an organization.

**III. CORE PURPOSE**

Our core purpose is to advance the health of our patients and our communities by providing extraordinary care and services. This purpose is why we exist as an organization.

**IV. CORE VALUES**

Our core values are the leadership and staff behaviors we believe are necessary to meet our mission and achieve our vision. These are the behaviors demonstrated in every interaction with patients and their families and with each other. We aspire to be:

- Equitable
- Diverse
- Inclusive
- Anti-Racist
- Compassionate
- Welcoming
- Innovative
- Accountable
- Excellent

**V. GUIDING PRINCIPLES**

Our behaviors are guided by the principles of patient first, respect, commitment to continuous improvement, and teamwork.

- We put patients first in all that we do and gain their trust by listening to their needs and communicating clearly with them about the care we provide.
- We treat our patients with respect, compassion, and understanding of their individual experiences and needs. We respect each other in the workplace, taking into account the knowledge, abilities, and contributions of our colleagues and, in doing so, celebrate our diversity.
- We embrace a culture of continuous improvement and continually seek to grow and improve both our organization and ourselves as we seek the goal of health care excellence.
- We work together as a team, with our colleagues, patients, and their loved ones, to make sure we provide exceptional health care to all those who seek services.

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**Appendix A** is a graphic that reflects the interconnectivity of Harbor-UCLA's Mission, Vision, and Core Values and prioritized performance metrics to achieve True North.



Approved by EIC: 10/20/22, Rev: 10/30/23, 10/30/23, 10/30/23 11/02/23 04/2023