

Thank you for your contracted partnership with Kaiser Permanente!

As a reminder, for our continuous quality oversight, in reference to your partnership contract with Kaiser Permanente, please refer to the listed articles within your contract for definitions and expected actions:

- Article 2.3 Facilities
- Article 2.4 Quality Assurance, quality Management and Quality Improvement
- Article 2.4.2 Resolution of Problems
- Article 6.2 Access to Records
- Article 6.3 Copies of Records and other information
- Article 6.5 Inspection
- Article 7.2.1 Evidence of Licensure, Accreditation and Certification
- Article 8.1 Provider Responsibility to notify KFH
- Article 8.1.1 Notice of Complaints
- Article 8.1.7 Notice of Condition for Terminations, Suspension or Exclusion
- Exhibit 1.2- Quality Event

Quality Scorecard Metrics to be reviewed during Joint Operating Meetings

Metrics	Targets	Action Item Discussion
Staffing -Nursing	4 hrs. & 30 minutes (CA) State average	
SS-Potentially preventable Hospital Readmissions-30 days after SNF discharge	10.5% National -Lower is better	
SS-CAUTI	1.2% CA -lower is better	
SS-SNF one or more Falls with major Injuries	1.7% CA-lower is better 0.8% National-lower is better	
SS-Infection Rates-% of infections patients got during their SNF stay that resulted in Hospitalization	7.1% National-Lower is better	
SS-Medication management-% of SNF residents whose medications were reviewed and received f/u care when med issues identified	95.1% National -higher is better	
Quality STAR Rating	Minimum-Quality STAR -3	

A periodic review of these articles within your contract, along with readiness for Joint Operations Meetings will lead to a fruitful partnership with Kaiser Permanente as we continue to validate the expected safety & quality of care at your facility.

If there are any questions, our contact email is SCAL-Regional-Long-Term-Care@kp.org
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