

MEASURING CARE QUALITY IN OUR HOSPITALS

Kaiser Permanente Plan Hospital, Mid-Atlantic Region Greater Baltimore Medical Center

May 2017



Re: Kaiser Permanente Plan Hospital, Mid-Atlantic Region Greater Baltimore Medical Center

6701 North Charles Street
Baltimore, MD 21204-6808

At Kaiser Permanente, we participate in a number of independent reports on quality of care so our members and the public have reliable information to understand the quality of care we deliver, as well as to compare our performance to that of other health care organizations. Results from these reports are summarized below.

From: The Joint Commission Accreditation Status / Gold Seal of Approval™



Hospitals that choose to be evaluated by The Joint Commission are demonstrating their commitment to providing the highest level of quality care to their patients. The Joint Commission's standards are regarded as the most rigorous in the industry, and their Gold Seal of Approval requires compliance with state-of-the-art standards for quality, safety of care, and other accreditation requirements. Greater Baltimore Medical Center has earned The Joint Commission's Gold Seal of Approval™.

The organization was last accredited on February 21, 2015; received Advanced Certification in Stroke (Primary Stroke Center) effective November 15, 2016; and accreditation by the American College of Surgeons-Commission on Cancer.

Greater Baltimore's Quality Report from The Joint Commission is available at:

<https://www.qualitycheck.org/quality-report/?bsnId=6248>

MEASURING SERVICE QUALITY IN OUR HOSPITALS

Kaiser Permanente Plan Hospital, Mid-Atlantic Region

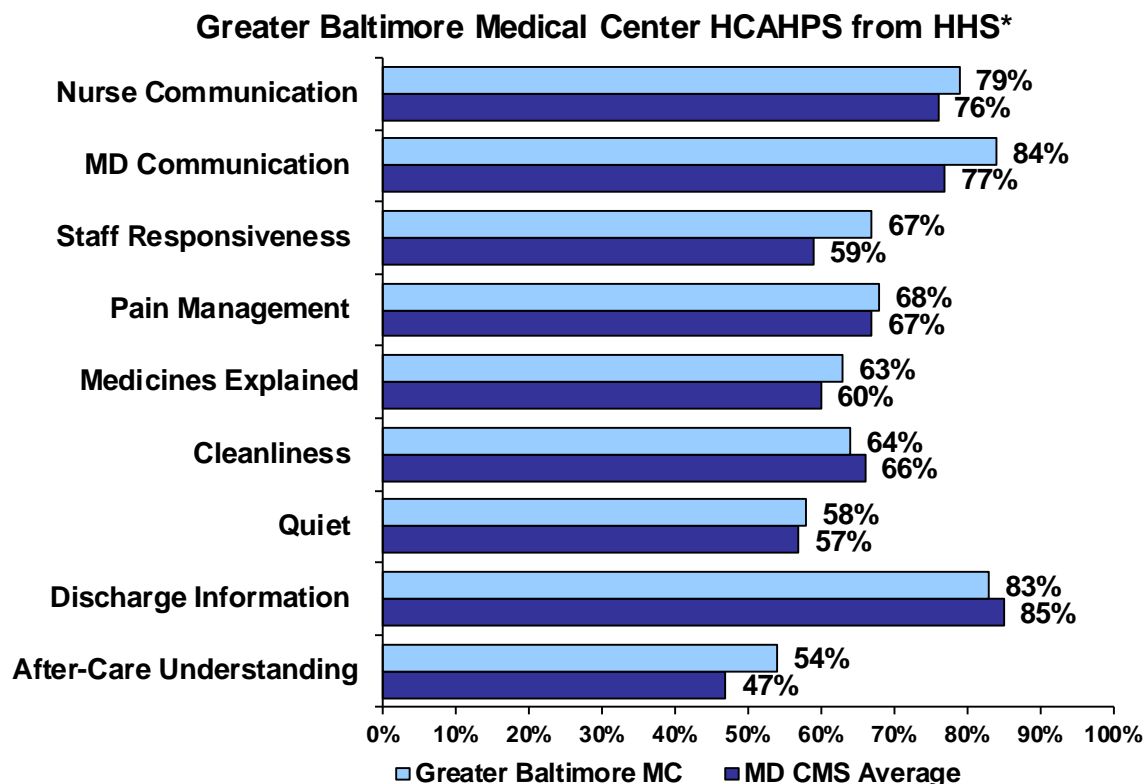
Greater Baltimore Medical Center



From: Consumer Assessment of Healthcare Providers and Systems Hospital Survey (Hospital CAHPS®) as reported by the Centers for Medicare & Medicaid Services (CMS)

The CAHPS Hospital Survey (HCAHPS) is the first national publicly reported standardized survey and data collection methodology for measuring all patients' perspectives of their hospital care. CMS posts quarterly updates on HHS' website. Collection and reporting of data are voluntary.

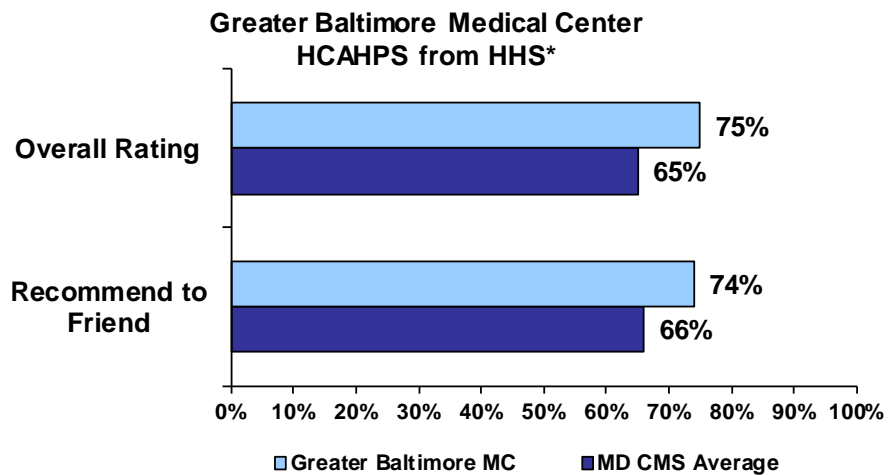
The results below are from patients discharged between **July 2015 and June 2016**. Scores reflect the percentage of patients who answered **"always"** (not "usually", "sometimes", or "never") to six composites and two individual "environment" questions and **"yes"** to the seventh "discharge information" composite. The composites and questions are described on the following page. Benchmark comparison numbers are determined by CMS and are based on all hospitals participating in Maryland.



*Data from the *Hospital Compare* website. An overview and details can be found at:

<http://www.hospitalcompare.hhs.gov>, or through a link on <http://www.medicare.gov>

Scores on the “overall rating” question below are based on a 0-10 scale, worst to best, and represent answers of **9 and 10**. Scores on the “recommend to friend” question are based on a 1-4 scale, ranging from “definitely no” to “definitely yes,” and reflect answers of “**definitely yes.**” Again, benchmark comparison numbers are determined by CMS and are based on all hospitals participating in Maryland.



HCAHPS Summary Star Rating: * * *. HCAHPS summary star ratings provide a snapshot of the 11 measures of patient experience of care in a single, comprehensive metric.
<http://www.medicare.gov/hospitalcompare/About/HCAHPS-Star-Ratings.html>

Descriptions of Questions

The seven composites are composed of the following questions:

- **Nurse Communication** results are a composite of three questions asking how often nurses treated you with courtesy and respect, carefully listened to you, and explained things in a way you could understand.
- **MD Communication** results are a composite of three questions asking how often doctors treated you with courtesy and respect, carefully listened to you, and explained things in a way you could understand.
- **Staff Responsiveness** results are a composite of two questions asking how often you got help as soon as you needed it from nurses or other hospital staff in getting to the bathroom or using a bedpan and after pressing the call button.
- **Pain Management** results are a composite of two questions asking how often your pain was well controlled and if the staff did everything they could help with your pain.
- **Medicines Explained** results are a composite of two questions asking how often staff told you what a new medicine was for before giving it to you and how often the staff described possible side effects in a way you could understand.
- **Discharge Information** results are a composite of two questions asking if doctors, nurses, or other hospital staff talked with you about whether you would have the help you needed when you left the hospital.
- **Care Transition** results are a composite of three questions asking about your understanding of your after-care for when you leave the hospital.

Two individual questions on hospital environment:

- How often were your room and bathroom kept **clean**?
- How often was the area around your room **quiet** at night?

And two questions relating to overall evaluation:

- How do you rate the hospital **overall**?
- Would you **recommend** the hospital to a friend?