

MEASURING CARE QUALITY IN OUR HOSPITALS

Kaiser Foundation Hospital, Northern California Region
Hayward

August 2014



Re: Kaiser Foundation Hospital – Hayward

27400 Hesperian Boulevard
Hayward, CA 94545

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, followed by a description of quality-related activities.

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 require compliance with state-of-the-art standards for quality, safety of care, and other accreditation requirements. Kaiser Foundation Hospital (KFH) – Fremont/Hayward has earned The Joint Commission's Gold Seal of Approval™.

The organization was last accredited on August 31, 2013, and received Advanced Certification in Stroke (Primary Stroke Center) at its Fremont campus from The Joint Commission, effective November 8, 2013, and the following recognitions:



Get With The Guidelines–Stroke: American Heart and American Stroke Associations' program contains three modules. Stroke signifies that a hospital's data shows at least 85% adherence in the 7 core Get With The Guidelines Stroke measures.



American College of Surgeons National Surgical Quality Improvement Program (ACS NSQIP): Nationally validated, risk-adjusted, outcomes-based program to measure and improve the quality of surgical care.



2010, 2011, and 2012 Top Performer on Key Quality Measures: The Joint Commission awards excellence in hospital care for Heart Attack, Heart Failure, Pneumonia, and Surgery.



ACS Bariatric Surgery Center Network Accreditation Program: the American College of Surgeons Bariatric Surgery Center Network (ACS BSCN) Accreditation Program recognizes facilities that implement and maintain certain physical resources, human resources, standards of practice, and documentation of outcomes of care. Level 1b provides complete care and manages the most challenging and complex patients.

**From: The Joint Commission
National Patient Safety and Quality Improvement Goals*
(Reporting Period: October 2012 – September 2013)**

Kaiser Foundation Hospital – Fremont/Hayward												
STATEWIDE Comparison to Other Joint Commission Accredited Organizations												
Patient Safety Goals	Quality Improvement Goals											
					Surgical Care Improvement Project – Infection Prevention (SCIP)							
Hospital Patient Safety**	Heart Attack Care	Heart Failure Care	Pneumonia Care	Stroke Care	All Procedures	Blood Vessel Surgery	Colon/ Large Intestine Surgery	Coronary Artery Bypass Graft	Hip Joint Replacement	Hysterectomy	Knee Replacement	Open Heart Surgery
☑	⊕	⊕	⊕	N/D ⁸	⊕	☑	⊕	--	⊕	⊕	⊕	--

* Data is from *Quality Check* on The Joint Commission website and is updated quarterly.

** NATIONWIDE comparison to other Joint Commission organizations. A “check” means the organization has met the National Patient Safety goal and is the highest rating.

-- Service not offered at this hospital

Footnote for Not Displayed (N/D)

8. The number of months is below reporting requirement.

Note: A Perinatal Care measure is under evaluation or awaiting endorsement by the National Quality Forum (ND²).

The Joint Commission’s Website Key	
★	Achieved the best possible results
⊕	Above the performance of most accredited organizations
☑	Similar to the performance of most accredited organizations
⊖	Below the performance of most accredited organizations
N/D	Not displayed (explained with footnotes N/D 1-10)

The Joint Commission’s website provides an overview of the accreditation process and details of the performance measures: <http://www.jointcommission.org/>

The Joint Commission’s website for *Quality Check*: <http://www.qualitycheck.org/consumer/searchQCR.aspx>.

From: The Leapfrog Hospital Quality and Safety Survey

The Leapfrog Group is a coalition of business, health care, and public organizations working to initiate breakthroughs or "leaps" in the safety and quality of health care in the United States. Leapfrog sponsors an annual survey to gather information from health care providers (including Kaiser Permanente) and to inform the public about aspects of medical care in hospitals. The following represents scores on the Leapfrog hospital survey.

Kaiser Foundation Hospital Hayward





General Information						Maternity Care			
Prevent Medication Errors	ICU Staffing	Steps to Avoid Harm	Managing Serious Errors	Safety-Focused Scheduling	Date Results submitted	Rate of Early Elective Deliveries	Rate of Episiotomy	Maternity Standard Precautions	High Risk Delivery
★★★★★	★★	★★★★★	★★★★★	DR	6-24-14	★★★★★	★★★★★	★★★★★	★★★★

High Risk Surgeries				Hospital Acquired Conditions: <i>Reduce</i>				Resource Use for Common Acute Conditions	Safety Score	
Aortic Valve Replacement	Abdominal Aortic Aneurysm Repair	Pancreatic Resection	Esophageal Resection	Central Line Infections	Urinary Catheter Infections	Hospital Acquired Ulcers	Hospital Acquired Injuries	Length of Stay	Read-missions	Hospital
DNA	★	★★★★★	★★★★	★★	★★	★★	★★★★★	★★★★★	UCS	"A"

The Leapfrog Group's website offers hospital comparison searches: <http://www.leapfroggroup.org/cp>. The data is updated annually or more frequently from interim reports provided by the hospital. The site contains additional data (reached by clicking on the "i" symbol) on cost of care, volume of procedures, experience level of surgeons, and/or survival predictors as appropriate for each measure. The "i" also shows a Leapfrog standard for each measure.

Leapfrog Group Definitions

- **Prevent Medication Errors** – Hospitals that require staff to use a computerized physician order entry system to order medications, tests, and procedures – and use activated computerized messages that alert caregivers to possible errors.
- **ICU Staffing** – Hospitals with an intensive care unit (ICU) that is staffed by doctors and other caregivers who have special training in critical care. These doctors are called “intensivists.”
- **Steps to Avoid Harm** – Hospitals that have put in place procedures determined by the National Quality Forum to reduce 13 preventable medical mistakes.
- **Managing Serious Errors** – Hospitals that have specific responses to serious reportable adverse events, i.e., apologizing to the patient and/or family affected by the event, reporting it to outside agencies, performing a root cause analysis, and waiving directly-related costs.
- **Safety-Focused Scheduling** – Hospitals that use operations management methods to smooth patient flow across operating rooms

Kaiser Permanente Key	Progress Toward Meeting Leapfrog Standards	Leapfrog's Website Key
★★★★★	Fully implemented Leapfrog's recommended quality and safety measure.	
★★★★	Substantial progress in implementing Leapfrog's recommended quality and safety measure.	
★★★	Good progress in implementing Leapfrog's recommended quality and safety measure.	
★	Willing to report publicly; did not yet meet Leapfrog's criteria for a good early stage effort.	
DNA	Does Not Apply – e.g., Pancreatic resection does not apply because hospital does not perform pancreatic resection.	DNA
UCS	Unable to Calculate Score	
DR	Declined to Respond	

MEASURING SERVICE QUALITY IN OUR HOSPITALS

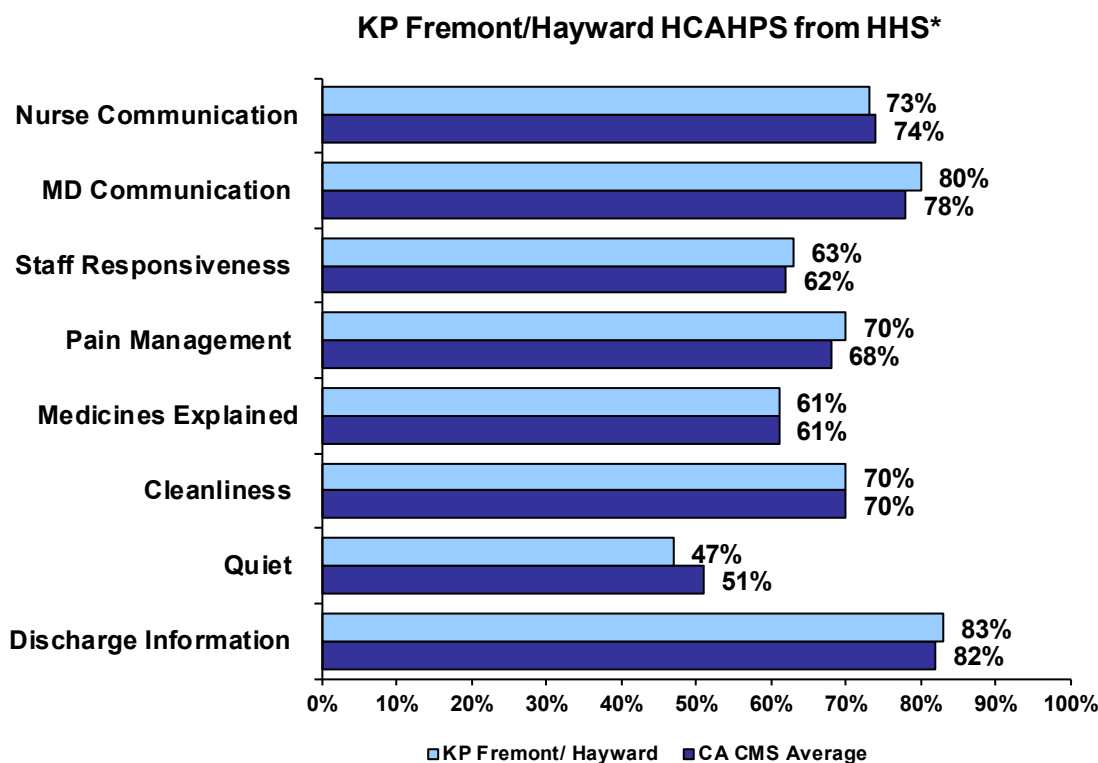
Kaiser Foundation Hospital, Northern California Region
Fremont/Hayward



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

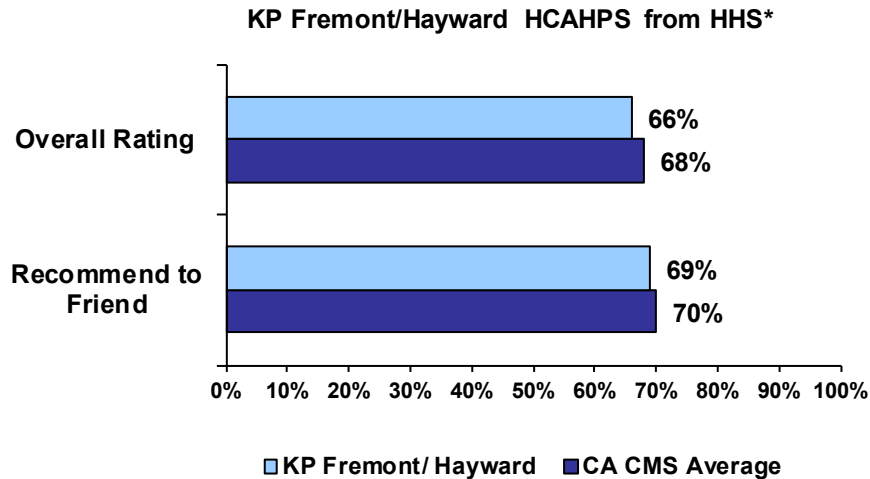
The CAHPS Hospital Survey (HCAHPS) is the first national publicly reported standardized survey and data collection methodology for measuring all patients' perspectives of their hospital care. CMS posts quarterly updates on HHS' website. Collection and reporting of data are voluntary.

The results below are from patients discharged between **July 2012 and June 2013**. Scores reflect the percentage of patients who answered **"always"** (not "usually", "sometimes", or "never") to five composites and two individual "environment" questions and **"yes"** to the sixth "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 California.



*CMS posts results at <http://www.hospitalcompare.hhs.gov> and as 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 California.



Descriptions of Questions

The six composites are composed of the following questions:

- **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.
- **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.
- **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.

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?