

MEASURING CARE QUALITY IN OUR HOSPITALS

Kaiser Foundation Hospital, Northern California Region Manteca/Modesto

May 2017



Re: Kaiser Foundation Hospital – Manteca/Modesto

1777 West Yosemite Avenue
Manteca, CA 95337

4601 Dale Road
Modesto, CA 95356

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. Kaiser Foundation Hospital (KFH) – Manteca/Modesto has earned The Joint Commission's Gold Seal of Approval™.



The organization was last accredited on May 7, 2016, received Advanced Certification in Stroke (Primary Stroke Center) from The Joint Commission effective October 14, 2016.

Manteca/Modesto's Quality Report from The Joint Commission is available at:

<https://www.qualitycheck.org/quality-report/?bsnId=4969>

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 survey, submitted **January 2017**.

Kaiser Foundation Hospital – Manteca/Modesto





Manteca results are listed first, followed by Modesto's.

Inpatient Care Management					Medication Safety		Maternity Care				
Steps to Avoid Harm	Managing Serious Errors	Appropriate Antibiotic Use in Hospitals	ICU MD Training	Readmissions for Common Acute	Computer Ordered Medication	Safe Medication Administration	Early Elective Deliveries	Caesarean Sections	Episiotomies	Maternity Care Processes	High Risk Deliveries
★★★★★	★★★★★	★★★★★	★★	UCS	★★★★★	★★★★	DNA	DNA	DNA	DNA	DNA
★★★★★	★★★★★	★★★★★	★★	UCS	★★★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★★	DNA

High Risk Surgery Care				Infections					Injuries	
Aortic Valve Replacements	Abdominal Aortic Aneurysm Repairs	Pancreatic Resections	Esophageal Resections	Central Line Infections in ICU	Urinary Catheter Infections in ICU	MRSA	C. Difficile Following Surgery	Surgical Site after Colon Surgery	Hospital-Acquired Ulcers	Hospital-Acquired Injuries
DNA	DNA	DNA	DNA	UCS	UCS	★★★★	★	★★★★★	★★★★★	★★★★★
DNA	★★★★	DNA	★★★★	★★★★	★★★★	★★★★	★	★★★★★	★★★★★	★★★★★

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 explanation and data on each measure, reached by clicking on the "i" symbol.

Components of the **Patient Safety** scores containing additional data are explained in detail on Leapfrog's website: <http://www.hospitalsafetyscore.org/>

Kaiser Permanente Key	Progress Toward Meeting Leapfrog Standards	Leapfrog's Website Key
★★★★★	Fully meets standards.	
★★★★	Substantial progress.	
★★★	Some progress.	
★	Willing to report.	
DNA	This measure is not applicable to this hospital	DNA
UCS	Sample size too small to calculate score.	

Measure Definitions

- **Steps to Avoid Harm** – Hospital-wide protocols and procedures are key to keeping patients safe from harm.
- **Managing Serious Errors** – Hospitals must be accountable for serious reportable events.
- **Appropriate Antibiotic Use in Hospitals** – Using antibiotics responsibly helps prevent the spread of antibiotic-resistant bacteria.
- **ICU Staffing** – Intensivists in hospital ICUs better manage and coordinate care.
- **Readmissions** – Patients should be discharged with a plan for home health and follow-up care to ensure they are not readmitted.
- **Doctor Ordered Medication with Computers** – Electronic prescribing system alert staff to potentially serious medication errors.
- **Safe Medication Administration** – Special bar coding technology can significantly prevent medication errors.
- **High Risk Treatments** – Hospitals with high volumes of specific high risk procedures, surgeries, or conditions, which often result in the best outcomes — a process known as evidence-based hospital referral.

MEASURING SERVICE QUALITY IN OUR HOSPITALS

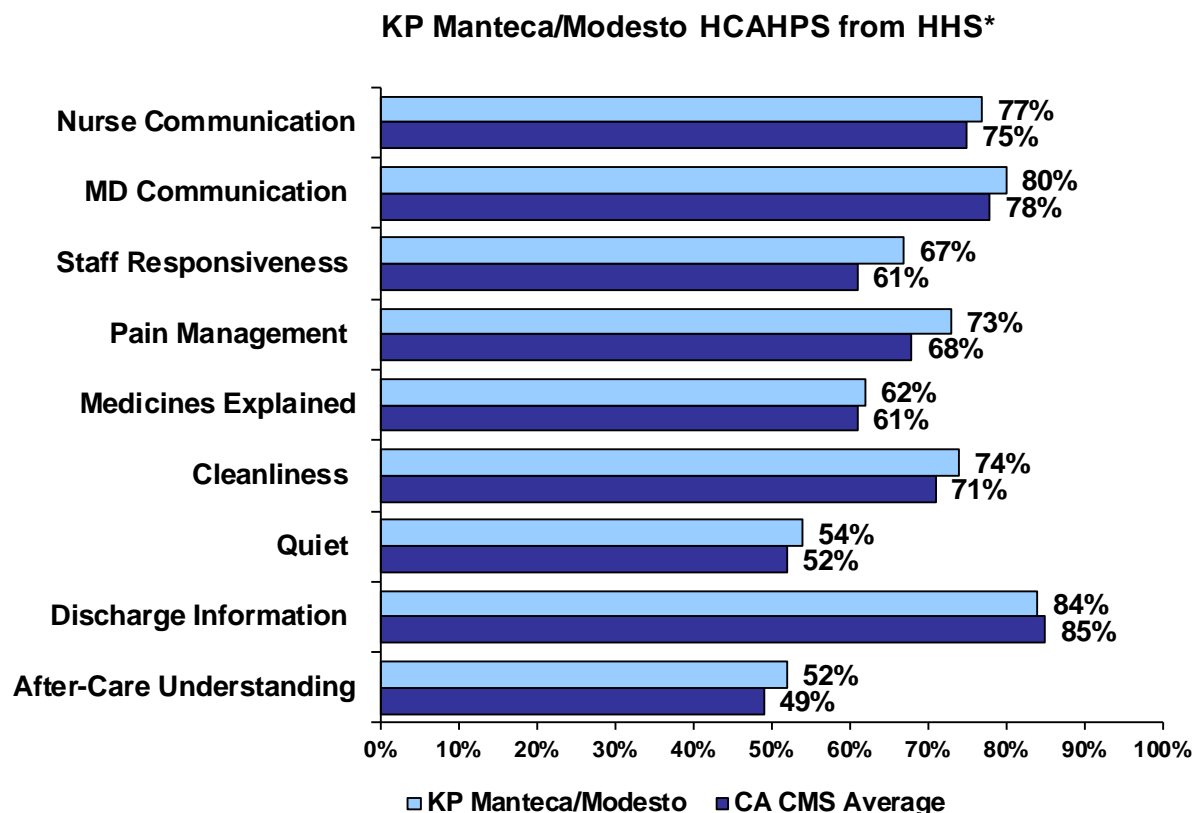
Kaiser Foundation Hospital, Northern California Region
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From: Consumer Assessment of Healthcare Providers and Systems Hospital Survey (Hospital CAHPS®) as reported by the Centers for Medicare & Medicaid Services (CMS)

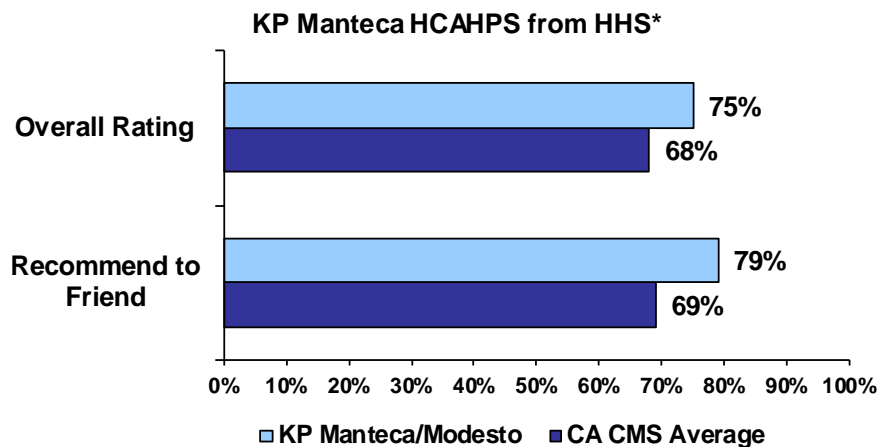
The CAHPS Hospital Survey (HCAHPS) is the first national publicly reported standardized survey and data collection methodology for measuring all patients' perspectives of their hospital care. CMS posts quarterly updates on HHS' website. Collection and reporting of data are voluntary.

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 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.



HCAHPS Summary Star Rating: *.** HCAHPS summary star ratings provide a snapshot of the 11 measures of patient experience of care on Hospital Compare 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?

QUALITY IN OUR HOSPITALS

Kaiser Foundation Hospital, Northern California Region Manteca/Modesto



The Kaiser Permanente Manteca/Modesto Medical Center has campuses in Manteca and Modesto, for a combined total of 251 beds. The campuses provide inpatient and outpatient care for approximately 313,000 members, and for non-Kaiser Permanente members who seek emergency care or want health care services within San Joaquin and Stanislaus counties. We are proud to be fully accredited by The Joint Commission and to have achieved The Joint Commission's Gold Seal of Approval®.

The Manteca campus includes a Distinct Part-Skilled Nursing Facility that is Joint Commission accredited, licensed by the state of California, and is certified by the Centers for Medicare and Medicaid Services and the Department of Health Care Services.

The Kaiser Permanente Stockton Medical Offices includes an Outpatient Surgery and Procedure Department, which also is Joint Commission accredited.

Hospital care in the Central Valley is also provided at St. Joseph's Hospital in Stockton, which is jointly run in partnership with Kaiser Permanente and Dignity Health. St. Joseph's Hospital is accredited by The Joint Commission and provides a broad range of services, such as emergency, critical care, pediatrics, medical and surgical, a separate birthing center, cardiology, radiology, and behavioral health.

At Kaiser Foundation Hospital (KFH) Manteca/Modesto, we are proud to deliver high-quality health care to the communities we serve. At our request, The Joint Commission surveys our hospital every three years to evaluate the health care services we provide. This survey is one of the industry's most thorough evaluations of quality and safety. In addition, in 2015 we received recognition from the American College of Surgeons National Surgical Quality Improvement Program® (ACS NSQIP®) for our exemplary low surgical site infection rate. In 2015, KFH Manteca/Modesto achieved accreditation by the National Accreditation Program for Breast Centers (NAPBC), a program of the American College of Surgeons.

We follow The Joint Commission's National Quality Improvement Goals for heart attack care, heart failure care, surgical care improvement, and pneumonia care. In 2016, the American Heart Association/American Stroke Association awarded KFH Manteca/Modesto stroke program the Get With The Guidelines® Gold Plus status. Furthermore, we have consistently

scored well above the average in the Consumer Assessment of Healthcare Providers and Systems Hospital Survey (HCAHPS®) as reported by the Centers for Medicare and Medicaid Services (CMS).

In addition to high-quality health care, patient safety is a top concern at KFH Manteca/Modesto. We believe that everyone working at Kaiser Permanente is responsible for ensuring our patients' safety, and we encourage our physicians, nurses, pharmacists, and employees to do everything possible to help keep patients safe. Kaiser Permanente has a long history of commitment to patient safety, and we continually develop, test, and implement new programs that help ensure patient safety, including medication safety, infection prevention, and reduction of surgical complications.

KFH Manteca/Modesto follows all of The Joint Commission's National Patient Safety Goals, and participates in many initiatives of the Institute for Healthcare Improvement (IHI). KFH Manteca/Modesto has participated in the Beacon® Collaborative and with IHI to identify safe and innovative ways to deliver high-quality patient care. KFH Manteca/Modesto has a fully implemented electronic medical record. This technology, leveraged throughout our integrated care delivery system, promotes timely communication regarding a patient's care plan to all members of the care team.

KFH Manteca/Modesto has also fully implemented The Leapfrog Group's safety practices, determined by the National Quality Forum, to enhance patient safety.

Welcome to the Kaiser Permanente Manteca/Modesto Medical Center. We look forward to serving you for all your health care needs.