

# MEASURING CARE QUALITY IN OUR HOSPITALS

## Kaiser Foundation Hospital, Northern California Region Redwood City

May 2017



### **Re: Kaiser Foundation Hospital – Redwood City**

1100 Veterans Boulevard  
Redwood City, CA 94063

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) – Redwood City has earned The Joint Commission's Gold Seal of Approval™.



The organization was last accredited on November 4, 2016, and received Advanced Certification in Stroke (Primary Stroke Center) effective December 29, 2015.

Redwood City's Quality Report from The Joint Commission is available at:

<https://www.qualitycheck.org/quality-report/?bsnId=10038>

## 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 – Redwood City





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

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	★★★★	★★★★	★	★★	★★★★	★★★★★	★★★★★	★★★★★

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

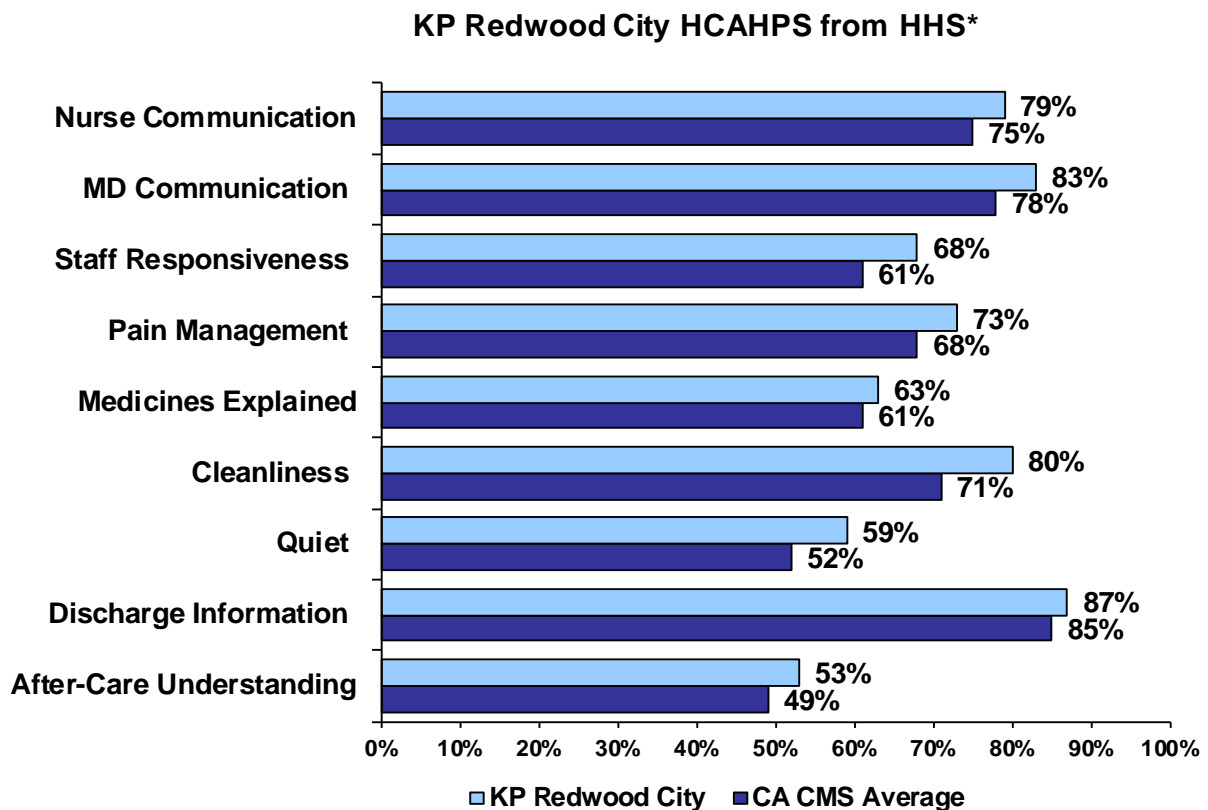
Kaiser Foundation Hospital, Northern California Region  
Redwood City



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

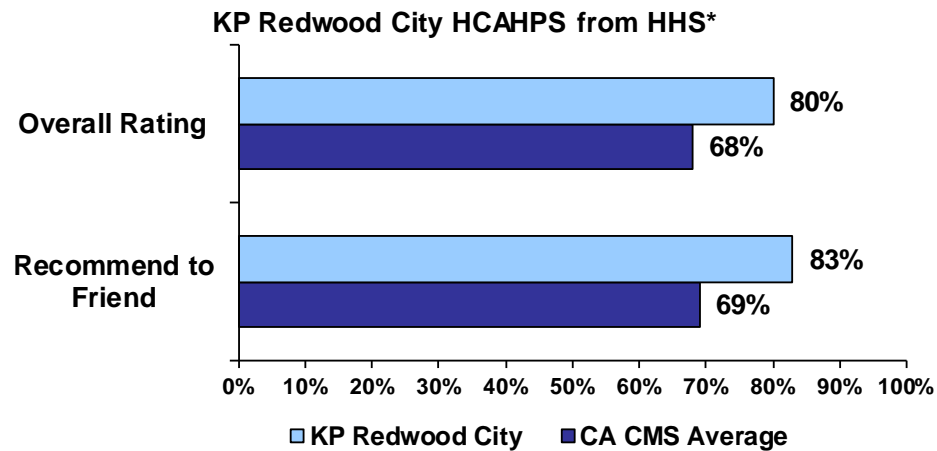
The CAHPS Hospital Survey (HCAHPS) is the first national publicly reported standardized survey and data collection methodology for measuring all patients' perspectives of their hospital care. CMS posts quarterly updates on HHS' website. Collection and reporting of data are voluntary.

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:

- **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.
- **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 are 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 Redwood City



Kaiser Permanente Redwood City (RWC) Medical Center includes four medical office buildings, one acute care hospital, one outpatient surgery unit, and home health and hospice services for approximately 122,402 members. It is accredited by The Joint Commission. The Joint Commission is the nation's largest accreditation agency for health care organizations and has accredited the RWC Medical Center on behalf of the Centers for Medicare and Medicaid Services (CMS).

At Kaiser Foundation Hospital (KFH) Redwood City, we are proud to deliver high-quality health care to our members and to the communities we serve. At our request, experts from The Joint Commission survey our hospital at least once every three years to evaluate the health care services we provide. This is one of the industry's most thorough evaluations, and surveyors focus on evaluating the quality and safety of care that we provide to our patients. KFH Redwood City initially received Advanced Certification as a Primary Stroke Center from The Joint Commission in 2006. KFH Redwood City has earned the American Heart Association's Get With The Guidelines® Gold Plus and Target: Stroke awards in 2013, 2014, 2015, and 2016. These awards reflect the expert level of care that our clinicians provide to patients who have experienced a stroke. Additionally, in November 2015, KFH Redwood City earned The Joint Commission certification as a Comprehensive Stroke Center (CSC), making it one of less than 100 hospitals nationwide that have been recognized for specific abilities to receive and treat the most complex stroke cases because they are best equipped to provide specialized care that leads to better outcomes. Earning the CSC certification is an acknowledgement of the outstanding neuroscience and neurosurgical care provided by our hospital staff and physicians.

KFH RWC adheres to The Joint Commission National Quality Improvement Goals for the management and care of patients with heart attack, heart failure, pneumonia, and surgical procedures. Using evidence-based practices, and by delivering care that is rooted in current research, our physicians and staff constantly strive to improve the quality of care provided to our patients.

Ensuring patient safety is a foremost priority at KFH Redwood City. We believe that everyone is responsible for ensuring our patients' safety, and we encourage all of our

physicians and staff to do everything possible to help keep our patients safe. Kaiser Permanente has a long history of making patient safety a key priority. To that end, we continually develop, test, and implement new programs that help promote safe patient care, including medication safety, infection prevention, and reduction of surgical complications. KFH Redwood City continually monitors the safety of the care we provide to our patients, and follows all of The Joint Commission's National Patient Safety Goals. We are also an active partner in the Institute for Healthcare Improvement's 5 Million Lives Campaign. Both of these initiatives were developed to enhance patient safety in the nation's hospitals. KFH Redwood City has implemented The Leapfrog Group's panel of safe practices, which were developed by the National Quality Forum to help prevent medical mistakes.

We look forward to serving you in all your health care needs.