

MEASURING CARE QUALITY IN OUR HOSPITALS

Kaiser Foundation Hospital, Northern California Region San Leandro



May 2017

Re: Kaiser Foundation Hospital – San Leandro

2500 Merced St.
San Leandro, CA 94577

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) – San Leandro has earned The Joint Commission's Gold Seal of Approval™.

The organization was last accredited on August 25, 2014, and received Advanced Certification in Stroke (Primary Stroke Center) from The Joint Commission, effective December 15, 2015.

San Leandro's Quality Report from The Joint Commission is available at:

<https://www.qualitycheck.org/quality-report/?bsnId=558179>

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, submitted **June 2016**.





Kaiser Foundation Hospital San Leandro

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	★★	★★	★★★★	★★★★	★★★★	★	★★★★	★★★★

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
San Leandro

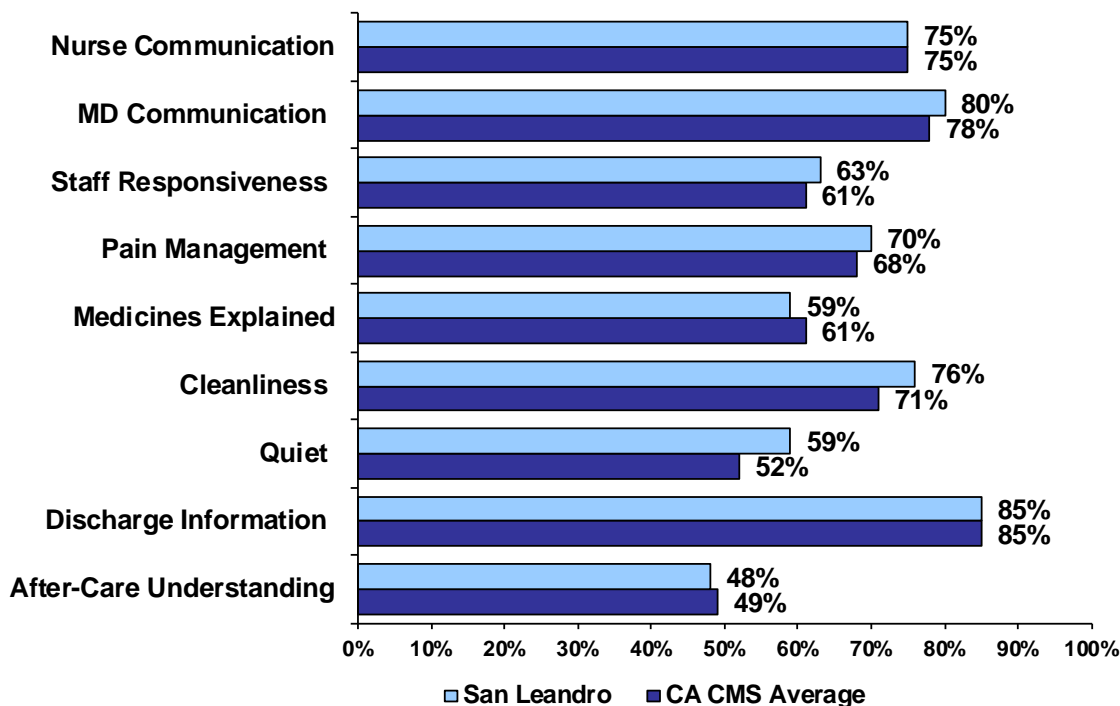


From: Consumer Assessment of Healthcare Providers and Systems Hospital Survey (Hospital CAHPS®) as reported by the Centers for Medicare & Medicaid Services (CMS)

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.

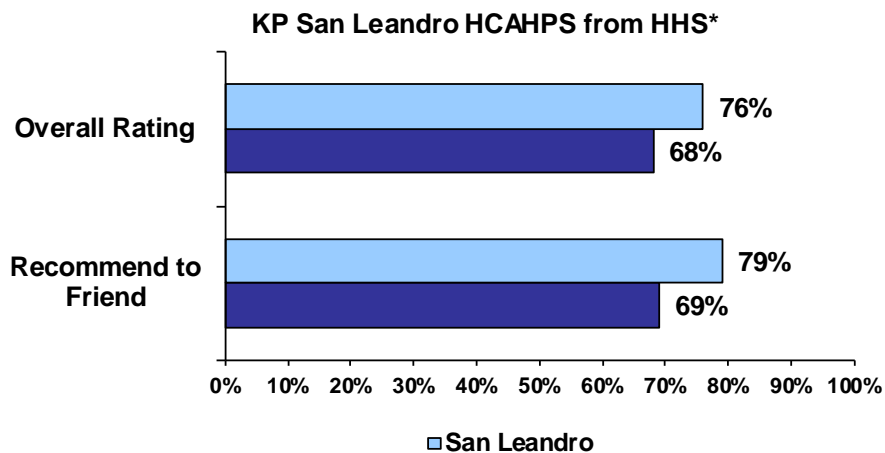
The results below are from patients discharged between **July 2015 and June 2016**. Scores reflect the percentage of patients who answered **"always"** (not "usually", "sometimes", or "never") to six composites and two individual "environment" questions and **"yes"** to the "discharge information" composite.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

KP San Leandro HCAHPS from HHS*



*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 individual 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 San Leandro



Kaiser Permanente San Leandro Medical Center opened in 2014 and currently serves approximately 330,000 members in the Greater Southern Alameda area (GSAA). The San Leandro Medical Center includes the Kaiser Foundation Hospital (KFH) San Leandro, an acute care hospital in San Leandro, medical office buildings in San Leandro, Hayward, and Union City, and the Peritoneal Dialysis Center in the Hayward Sleepy Hollow Medical Office Building.

KFH San Leandro is designated by the World Health Organization (WHO) and UNICEF as a Baby Friendly USA facility¹, and delivered more than 3,000 babies in its first year.

At KFH San Leandro, we are proud to deliver high-quality health care to the community 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 for quality and safety of care. We are proud to be fully accredited by The Joint Commission.

KFH San Leandro follows The Joint Commission's National Quality Improvement Goals for heart attack care, heart failure care, surgical care improvement, and pneumonia care. KFH San Leandro is recognized for meeting or exceeding the Core Measure standards set by The Joint Commission and has also received recognition from the American College of Surgeons National Surgical Quality Improvement Program.

KFH San Leandro is accredited by The Joint Commission as a Disease-Specific Stroke Center and has earned the Get With The Guidelines[®] - Stroke Bronze Quality Achievement Award and also qualified for recognition on the Target Stroke Honor Roll. This award recognizes San Leandro Medical Center's commitment and success in implementing a high standard of stroke care by ensuring that stroke patients receive treatment that meets nationally accepted, evidence-based standards and recommendations.

KFH San Leandro officially opened the new Total Joint Replacement Center on April 2016. This new center consolidates all total joint replacement surgical services for GSAA and East Bay members into a dedicated surgical wing on 4 West in San Leandro. San Leandro's Total Joint Replacement Center will provide members highly specialized total joint service, with dedicated

staff and state-of-the-art equipment, which will reduce variation and improve quality — all under one roof, making San Leandro one of the top three total joint programs in the entire state of California.

Patient safety is of utmost concern at KFH San Leandro. 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 emphasizing 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 San Leandro follows all of The Joint Commission's National Patient Safety Goals, and we are an active partner in the Institute for Healthcare Improvement's 5 Million Lives Campaign, a national patient safety effort.

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

1. <http://www.babyfriendlyusa.org/>