

# MEASURING CARE QUALITY IN OUR HOSPITALS

## Kaiser Foundation Hospital, Northern California Region Santa Clara



May 2017

### Re: Kaiser Foundation Hospital – Santa Clara

700 Lawrence Expressway  
Santa Clara, CA 95051

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 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 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)I – Santa Clara has earned The Joint Commission's Gold Seal of Approval™.



The organization was last accredited on May 14, 2016, and received Advanced Certification in Stroke (Primary Stroke Center) effective April 8, 2015.

Santa Clara's Quality Report from The Joint Commission is available at:

<https://www.qualitycheck.org/quality-report/?keyword=kaiser%20santa%20clara&bsnid=10123>

## 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 – Santa Clara





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

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

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

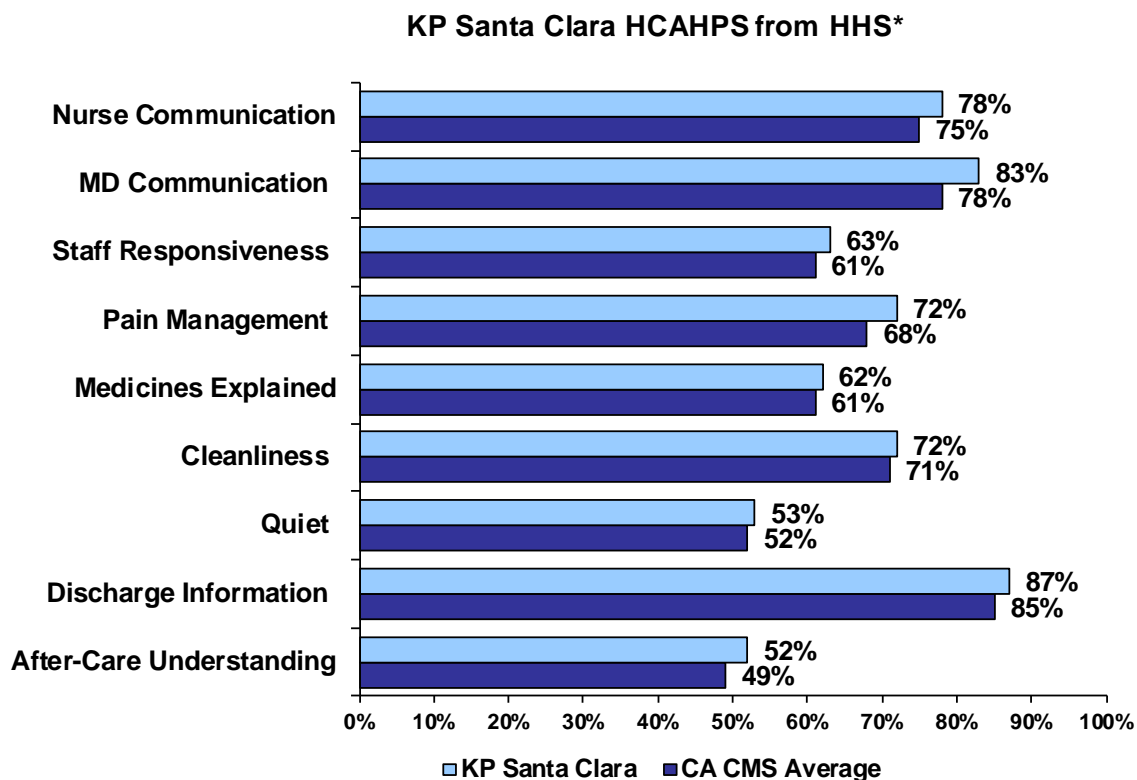
Kaiser Foundation Hospital, Northern California Region  
Santa Clara



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

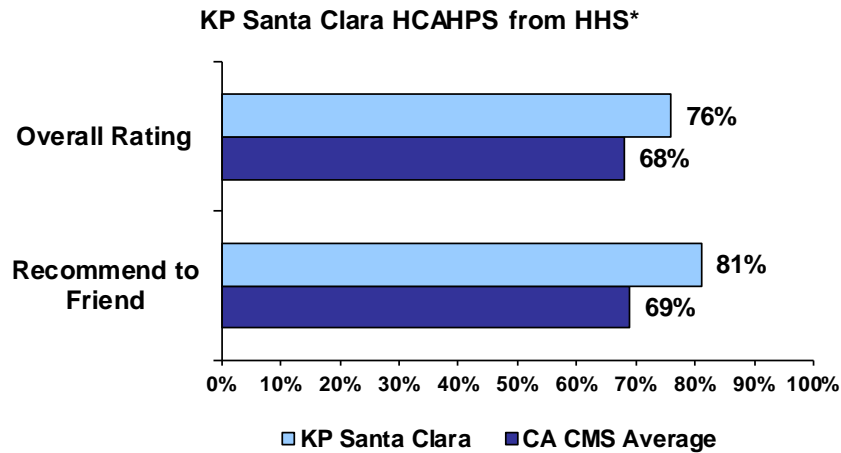
The CAHPS Hospital Survey (HCAHPS) is the first national publicly reported standardized survey and data collection methodology for measuring all patients' perspectives of their hospital care. CMS posts quarterly updates on HHS' website. Collection and reporting of data are voluntary.

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 Santa Clara



The Kaiser Permanente Santa Clara Medical Center is a 327-bed facility with satellite clinics in Campbell, Milpitas, and Mountain View. Together, the medical center and medical offices serve more than 350,000 members. The medical center campus, located at the corner of Homestead Road and Lawrence Expressway, contains a hospital, medical office building and a Cancer Treatment Center.

Kaiser Foundation Hospital (KFH) Santa Clara is a KP regional referral center for craniofacial surgery, microvascular surgery, pediatric surgery, cardiac surgery, and Pediatric Neurosurgery. In addition, we provide gynecological oncology care for the South Bay Service Area. We received the CMS certification as a Carotid Artery Stenting (CAS) facility in 2012. We provide *da Vinci*<sup>®</sup> System, a robotic platform designed to enable complex surgery using a minimally invasive approach for prostatectomies, hysterectomies, and colorectal surgeries.

KFH Santa Clara has a neonatology/intensive care nursery and a pediatric intensive care unit. The State Department of Health Care Services granted KFH Santa Clara the certification as a California Children's Services (CCS) Tertiary Hospital as of October 2012. KFH Santa Clara continues to receive CCS re-certifications on an ongoing basis. In 2012, KFH Santa Clara achieved the highest honor of California hospitals by the State of California – Department of Health Care Services and was granted full certification in the following:

- Regional Tertiary Hospital
- Regional NICU with Neonatal Surgery
- Regional PICU
- Pedi/PICU

KFH Santa Clara also achieved special care center certification from the State of California – Department of Health Care Services in the following pediatric specialties:

- Cystic Fibrosis (CF) /Pulmonary
- Endocrine
- Hematology Oncology
- Gastrointestinal
- HRIF (High Risk Infant Follow-Up)

- Type C Communication Disorder Center

KFH Santa Clara is one of the parent facilities offering comprehensive Home Health and Hospice services to South Bay members.

At KFH Santa Clara, 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 for quality and safety of care. KFH Santa Clara continues to sustain its excellent accreditation status with the Joint Commission. Also, we have been accredited by The Joint Commission as a Disease-Specific Stroke Center since 2004. We have sustained the American Heart Association's Gold Plus performance achievement in stroke care for the last seven years and received the American Heart Association Stroke Honor Roll Elite award in 2016. We have also participated in the American College of Surgeons National Surgical Quality Improvement Program (ACS NSQIP), and have demonstrated significant reduction in our colorectal surgical site infections. KFH Santa Clara has received the following recognitions for the quality of care and patient safety since 2015: American College of Surgeons NSQIP Meritorious Award and Distinguished Hospital for Clinical Excellence Award.

We follow The Joint Commission's National Quality Improvement Goals for patient care, and we were recognized by CMS among the top 10% of hospitals nationally. In addition to high-quality health care, patient safety is of utmost concern at KFH Santa Clara. 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 provide the safest care possible. KP Santa Clara has a long history of emphasizing patient safety, and we continually develop, test, and implement new programs that help ensure our patients' safety.

KFH Santa Clara has implemented all of The Joint Commission's National Patient Safety Goals, and is an active partner of the Institute for Healthcare Improvement. KFH Santa Clara has fully implemented The Leapfrog Group's 9 safe practices determined by the National Quality Forum to prevent medical mistakes. KFH Santa Clara has been rated the Hospital Safety Score grade A and Top Hospital Award from the Leapfrog Group since 2012. The Leapfrog Top Hospital Award is a national distinction awarded to a hospital for providing safe care, having implemented the technology that alerts providers to common medication prescribing events, improvement in quality and surgical outcomes, and providing continuous physician coverage in the Intensive Care Unit.

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