

MEASURING CARE QUALITY IN OUR HOSPITALS

Kaiser Foundation Hospital, Northern California Region South Sacramento

May 2017



Re: Kaiser Foundation Hospital – South Sacramento

6600 Bruceville Road
Sacramento, CA 95823

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 brief 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) – South Sacramento has earned The Joint Commission's Gold Seal of Approval™.



The organization was last accredited in April 30, 2016, and received Advanced Certification in Stroke (Primary Stroke Center) from The Joint Commission effective February 6, 2016.

South Sacramento's Quality Report from The Joint Commission is available at:

<https://www.qualitycheck.org/quality-report/?keyword=kaiser%20south%20sacramento&bsnid=5283>

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 – South Sacramento

| 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 |
| ★★★★★ | ★★★★★ | ★★★★★ | ★★★★★ | ★★ | ★★★★★ | ★★★★ | ★★★★★ | ★★★★★ | ★★★★★ | ★★★★★ | 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
South Sacramento

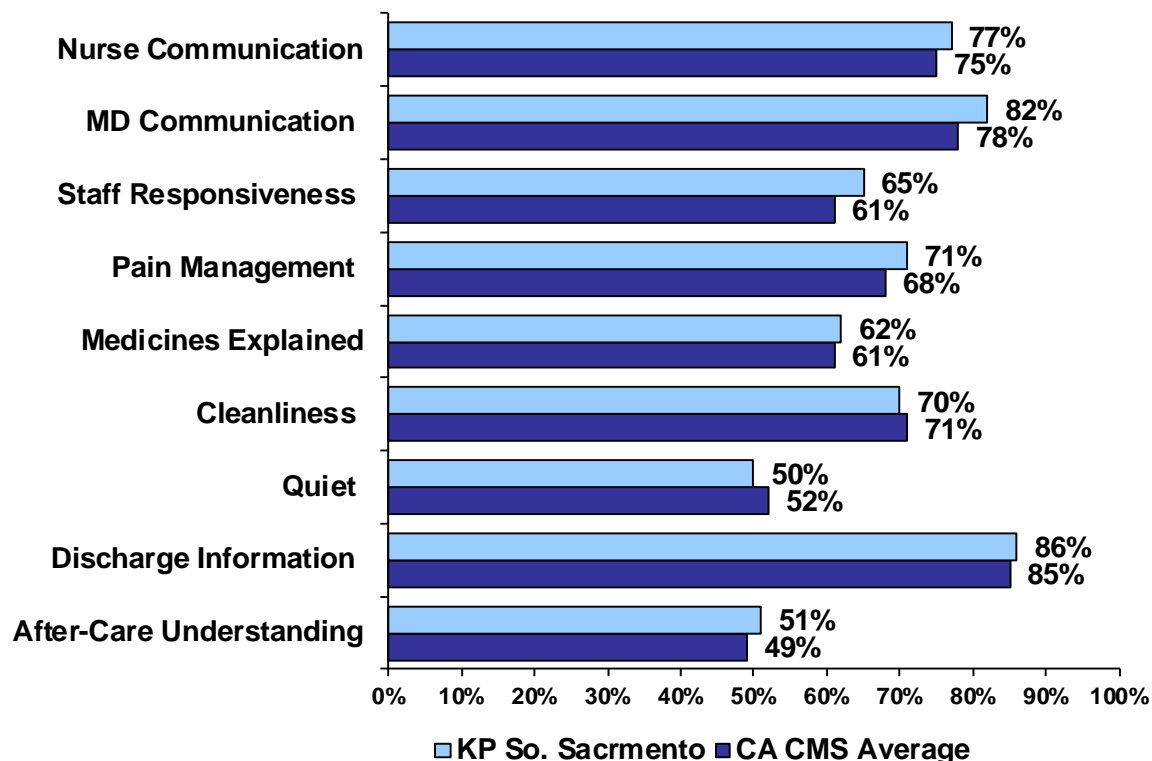


From: Consumer Assessment of Healthcare Providers and Systems Hospital Survey (Hospital CAHPS®) as reported by the Centers for Medicare & Medicaid Services (CMS)

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.

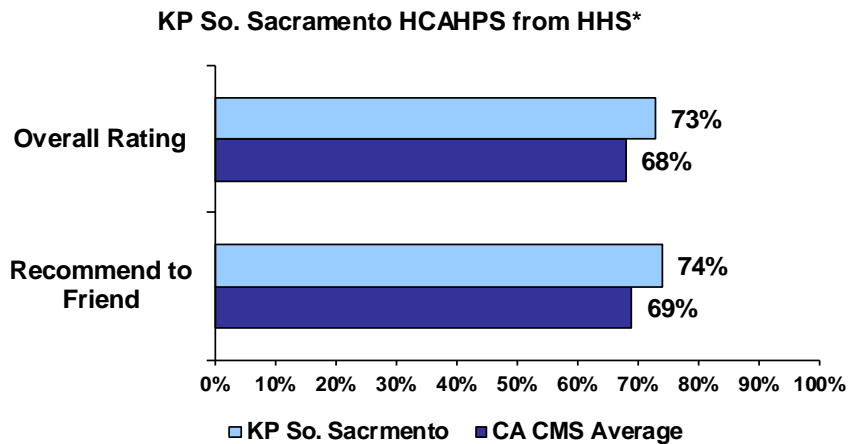
The results below are from patients discharged between **July 2015 and June 2016**. Scores reflect the percentage of patients who answered **"always"** (not "usually", "sometimes", or "never") to six composites and two individual "environment" questions and **"yes"** to the seventh "discharge information" 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.

KP So. Sacramento 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 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 South Sacramento



Kaiser Permanente South Sacramento Medical Center is a licensed 217-bed facility serving approximately 236,485 members. The service area includes physician offices at two Elk Grove Buildings, the Wyndham Building, the South Valley Building, and four other medical office buildings on the main campus. The Kaiser Foundation hospital and key procedural sedation sites (GI/Pulmonary, Cardiac Cath Lab, Emergency Department, Intensive Care Unit, Interventional Radiology, and Pain Management Clinic) are accredited by The Joint Commission.

At Kaiser Foundation Hospital (KFH) South Sacramento, 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 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 and to have achieved The Joint Commission's Gold Seal of Approval®. We were also accredited by The Joint Commission as a Primary Stroke Center and received Gold Plus Get With The Guidelines®-Stroke recognition from the American Heart Association in 2014, 2015, and 2016, and qualified for recognition on the Target: Stroke Elite Plus Honor Roll in 2016. In 2016, Kaiser South Sacramento was recognized by Sierra Donor Services for significantly increasing our organ donor rate, which contributes to saving more lives. The award honors South Sacramento as the most improved organ donation program.

We follow The Joint Commission's National Quality Improvement Goals for heart attack care, heart failure care, surgical care improvement, and pneumonia care. In addition to high-quality health care, patient safety is of utmost concern at KFH South Sacramento. 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 South Sacramento 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, another national patient safety effort. KFH South Sacramento has fully implemented The

Leapfrog Group's safe practices, determined by the National Quality Forum to prevent medical mistakes.

KFH South Sacramento is one of three Northern California Kaiser Permanente sites to offer robotic surgery and the fifth site to offer a comprehensive Bariatric Program including bariatric surgery. KFH South Sacramento is a Level II Trauma Center and Emergency Medical Services Base Hospital with helicopter access.

Through our Community Benefit program, in 2015, KFH South Sacramento invested more than \$54 million in our local community with efforts that included:

- Subsidizing the costs of health care and coverage for children and adults in the Greater Sacramento area
- Improving access to care for uninsured, underserved, and vulnerable populations
- Giving grants to community organizations and schools
- Volunteering with local organizations and sharing our clinical expertise

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