

Measuring Care Quality in our Hospitals

Kaiser Permanente Vallejo Medical Center

Updated: May 2022



At Kaiser Permanente, we participate in a number of **independent** surveys that measure **quality of care** so our members and the public have **reliable** information to make informed **decisions**, as well as to compare our **performance** to that of other health care organizations.

Quality Care at Kaiser Permanente

Kaiser Permanente Vallejo Medical Center includes a 248-bed hospital and medical office building on its main campus, as well as a medical office building located in Napa. Our Vallejo campus also includes the award-winning 48-bed inpatient Kaiser Foundation Rehabilitation Center, which was most recently accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) in March, 2020. Our integrated system also includes Home Health and Hospice Services.

Together, we provide health care services to approximately 153,361 members in Vallejo and its surrounding communities.

In addition to high-quality health care, patient safety is our highest concern at Kaiser Permanente. 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.

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 and help them thrive.

In addition to the quality measures you'll read about on the following pages, Kaiser Permanente Vallejo Medical Center is designated by Solano County Emergency Medical Services as a ST-Elevation Myocardial Infarction (STEMI) Receiving Center, authorizing county patients transported by ambulance to be taken to our Emergency Department for life-saving treatment in our cardiac catheterization lab. The hospital is also designated by Solano County with as an Emergency Department Approved for Pediatrics (EDAP).

In addition, in early 2022, Kaiser Permanente Vallejo Medical Center received the Get with the Guidelines® Gold Plus Award by the American Heart Association for our Joint Commission Certified Primary Care Stroke Program.



The Joint Commission
National Quality Approval

The Joint Commission Accreditation Status: Gold Seal of Approval

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.

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.



We follow The Joint Commission's National Quality Improvement Goals for heart failure care, immunizations, and perinatal care, as well as The Joint Commission's National Patient Safety Goal.

Kaiser Permanente Vallejo Medical Center Joint Commission Accreditations

- **The Joint Commission's Gold Seal of Approval™ (July 26, 2019)**
- **Advanced Certification in Stroke (Primary Stroke Center) (March 2, 2021)**

[Click here to view Kaiser Permanente Vallejo Medical Center's Quality Report from The Joint Commission](#)



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 our 2022 Leapfrog Hospital Survey Results.

Measurement Key

★★★★	★★★	★★	★	DNA
Fully meets standards	Substantial progress	Some progress	Willing to report	Not applicable to this hospital

Preventing and Responding to Patient Harm

Effective Leadership to Prevent Errors	Staff Work Together to Prevent Errors	Support Nursing Workforce	Handwashing	Responding to Never Events
★★★★	★★★★	★★★★	★★★★	★★★

Measure Definition: Preventing and Responding to Patient Harm

To provide safe, high-quality care, hospitals must staff their units with highly trained clinicians and implement policies and protocols to manage and reduce errors. Patient outcomes are impacted when hospital leaders make a deliberate and hospital-wide commitment to these practices.

Maternity Care

Early Elective Deliveries	Episiotomies	Screening Newborns for Jaundice Before Discharge	Preventing Blood Clots in Women Undergoing Cesarean Sections
★★★★	★★★★	★★★★	★★★★

Measure Definition: Maternity Care

Women and families should use Leapfrog's Hospital Survey results to consider which hospital they'd like to use for their child's delivery.

Healthcare-Associated Infections

C.difficile Infection	Infection in the Blood	MRSA
★★★★	★★★	★★★★

Measure Definition: Healthcare-Associated Infections

Healthcare-Associated Infections (HAIs) are infections that were not present when a patient was admitted to the hospital but develop in the hospital as the result of poor infection control.

Medication Safety

Safe Medication
Ordering



Medication Reconciliation



Safe Medication
Administration



Measurement Definition: Medication Safety

Electronic prescribing system alert staff to potentially serious medication errors.

Pediatric Care

Experience of Children and
Their Parents

DNA

Radiation Dose for
Abdomen/Pelvis Scans



Radiation Dose for
Head Scans



Measurement Definition: Pediatric Care

When children need care in a hospital, it is a stressful experience for both the patient and their parent. In these situations, parents are frequently pulled away from work and must balance the stress of their job with being present for their child. Given the lack of data about the quality of inpatient pediatric care, parents often have little information on which to choose a hospital for their child's care.

Complex Adult and Pediatric Surgery

Carotid Endarterectomy



Safe Surgery Checklist - Complex Surgery



Measurement Definition: Complex Adult and Pediatric Surgery

Three decades of research have consistently demonstrated that patients that have their high-risk surgery at a hospital and by a surgeon that have more experience with the procedure have better outcomes, including lower mortality rates, lower complication rates, and a shorter length of stay than for patients who have their surgery done at a hospital or by a surgeon with less experience.

Critical Care

Specialty Trained Doctors Care for Critical Care Patients



Measurement Definition: Critical Care

Hospitals are asked whether physicians who are board-certified in critical care medicine (known as "intensivists") care for adult and pediatric critical care patients, the extent of their coverage of that care, and whether they are responsible for admission and discharge decisions. A critical care unit or Intensive Care Unit (ICU) is a special part of the hospital that provides care for extremely ill patients.

To learn more about Leapfrog's Patient Safety scores, [click here.](#)

To learn more about Leapfrog's Hospital Comparison tool, [click here.](#)



Consumer Assessment of Healthcare Providers and Systems

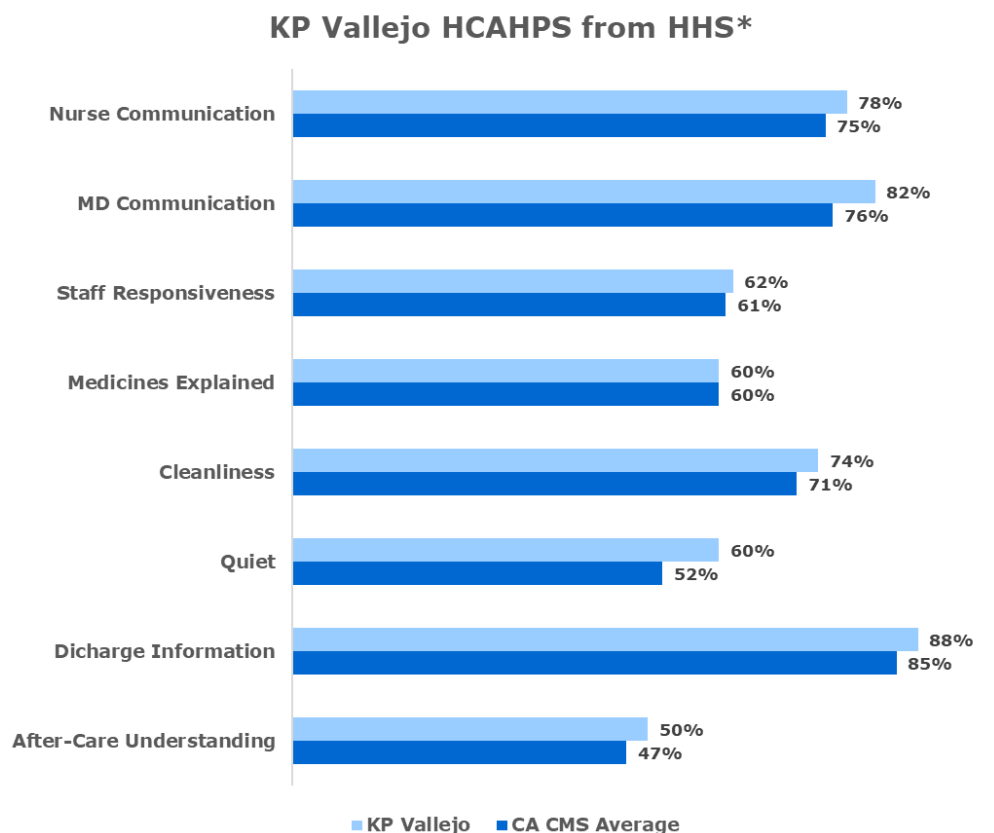
Hospital Survey (Hospital CAHPS®) as reported by the Centers for Medicare & Medicaid Services (CMS)

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.

HCAHPS summary star ratings provide a snapshot of the 10 measures of patient experience of care on Hospital Compare in a single, comprehensive metric. [Learn more at Medicare.gov.](https://www.medicare.gov)

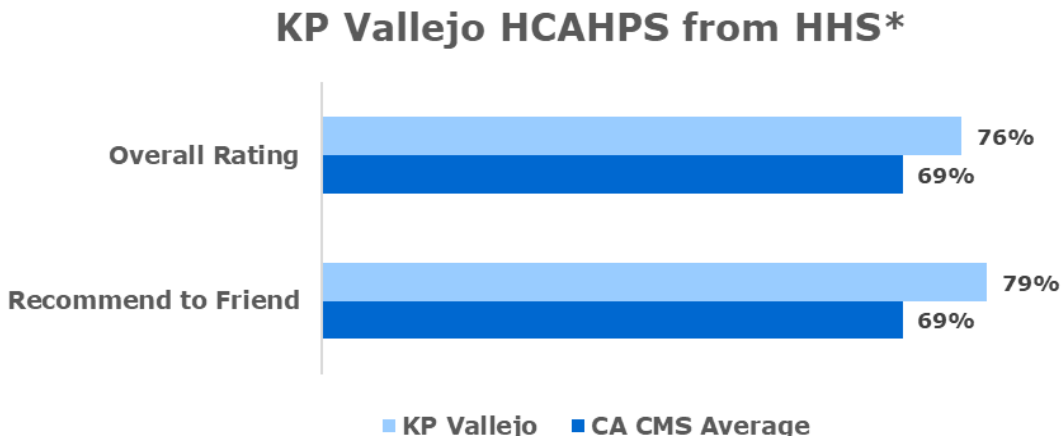
Results: Kaiser Permanente Vallejo Medical Center

The results below are from patients discharged between **July 2020 and March 2021**. Scores reflect the percentage of patients who answered “**always**” (not “usually”, “sometimes”, or “never”) to five 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. [Click here for CMS results](#)



Overall Rating

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.



Description 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.
- **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.
- **Hospital Environment:** How often were your room and bathroom kept **clean**? and How often was the area around your room **quiet** at night?
- Overall evaluation: How do you rate the hospital **overall**? And Would you **recommend** the hospital to a friend?