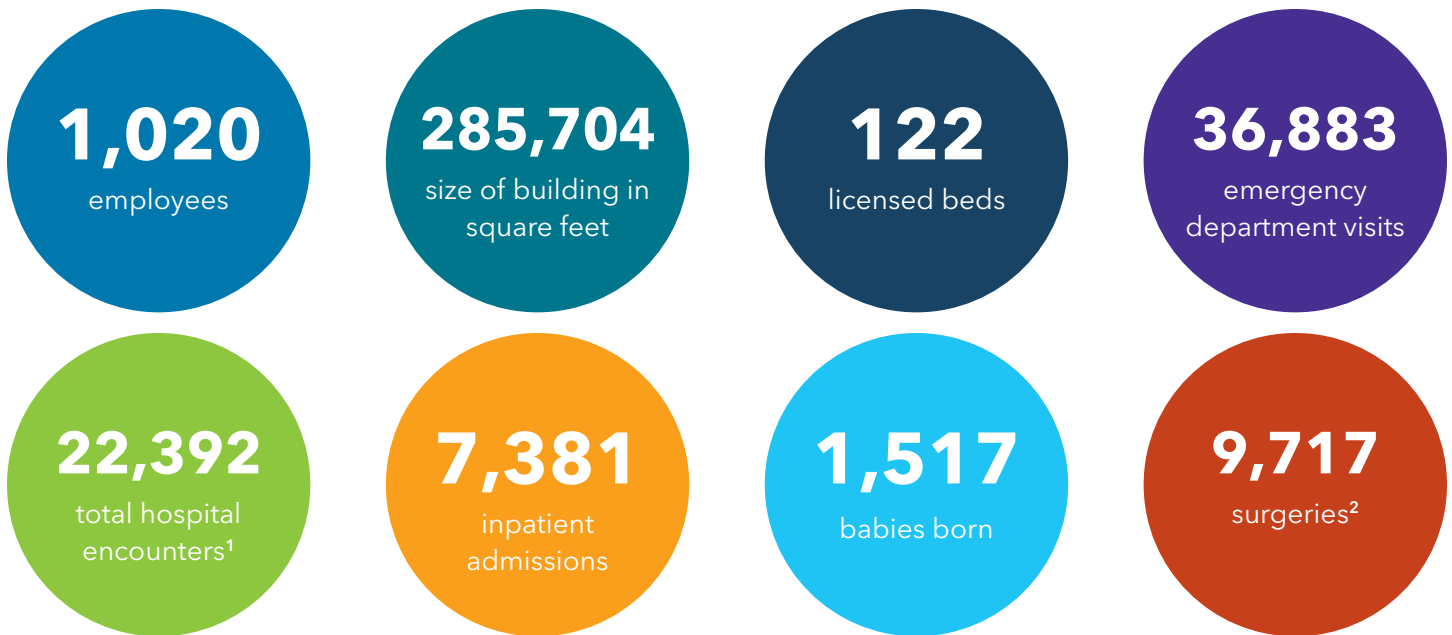


KAISER PERMANENTE NORTHWEST

# WESTSIDE MEDICAL CENTER

Kaiser Permanente Westside Medical Center has 122 licensed beds with the potential to grow to 240 beds. The need for Westside Medical Center arose from explosive job and population growth in communities west of Portland. In the past 2 decades, Washington County has added more than 200,000 people, yet only 2 hospitals existed to serve a population that had grown to more than half a million since the last new hospital was built in 1972. The medical center is home to Kaiser Permanente Northwest Center for Hip and Knee Replacement and the robotic-assisted surgery program. Westside is accredited by The Joint Commission, a national, independent hospital accrediting body.

## At a Glance – 2018



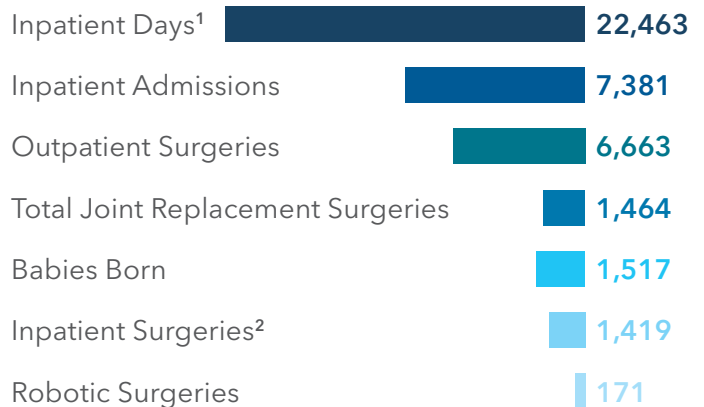
## Medical Center Statistics

Emergency Departments Treatment Rooms	28
Adult Acute Care	
Medical/Surgical Beds	72
Intensive Care & Progressive Care Beds	20
Maternal/Child	
Labor & Delivery Rooms	10
Postpartum Beds	20
Operating Rooms	2
Recovery Bays	2
Surgical Services	
Operating Suites	10
Pre-/Postoperative Recovery Bays	35

<sup>1</sup>Excludes emergency department visits.

<sup>2</sup>Excludes robotic and total joint surgeries.

## Care Provided in 2018



All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.  
500 NE Multnomah St., Suite 100, Portland, OR 97232.

## Hospital Safety and Quality Measures

### Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)<sup>1</sup>

Kaiser Permanente Westside Medical Center has the highest Patient Overall Satisfaction score in Oregon. (2018)

### American Heart Association/American Stroke Association: Stroke Gold-Plus Achievement Award

Kaiser Permanente Westside Medical Center received the Get With The Guidelines® – Stroke Gold-Plus Quality Achievement Award for care of stroke patients. This award is given by the Get With The Guidelines program, which establishes a core set of guidelines that must be regularly met in order to provide the best quality care in the treatment of stroke patients. (2018)

### The Joint Commission: Hip and Knee Replacement Certification<sup>2</sup>

Westside received The Joint Commission's Gold Seal of Approval® (2015) for its hip and knee replacement program. Recertified (2019)

## Health Plan and Consumer Satisfaction Measures

### Centers for Medicare & Medicaid Services (CMS)<sup>3</sup>

Our Medicare plan is rated 5 out of 5, and our commercial plan is rated 4.5 out of 5, making Kaiser Permanente Northwest the highest-rated plan among 38 rated plans in Oregon and Washington, according to the National Committee for Quality Assurance (NCQA). (2018)

### Satmetrix<sup>4</sup>

For an eighth consecutive year, Kaiser Permanente received the highest customer loyalty ranking in the health insurance category based on the Satmetrix 2017 Net Promoter Score of 40 points, a 43% increase over last year's score (28) and more than triple the industry average (13). (2018)

<sup>1</sup>**HCAHPS** is a patient satisfaction survey required by CMS (the Centers for Medicare and Medicaid Services) for all hospitals in the United States. The survey is for adult inpatients, excluding psychiatric patients.

<sup>2</sup>**Joint Commission** An independent, not-for-profit organization, The Joint Commission accredits and certifies nearly 21,000 health care organizations and programs in the United States. [jointcommission.org](http://jointcommission.org)

<sup>3</sup>**CMS** According to NCQA's Medicare Health Insurance Plan Ratings 2018-2019 and NCQA's Private Health Insurance Plan Rating 2018-2019.

<sup>4</sup>**Satmetrix** Net Promoter Score is a customer loyalty metric developed by (and a registered trademark of) Fred Reichheld, Bain & Company, and **Satmetrix**. [netpromoter.com](http://netpromoter.com)