

# for better health

## Quality at Kaiser Permanente in Northern California

Keeping you healthy is at the heart of everything we do. At Kaiser Permanente, you can count on the support of a team of health care professionals, all working together to give you care that meets your needs. You also have a wide range of technology and online resources to help you manage your health care and stay your healthiest.

## A recognized leader

Here's just some of the recognition we've received from independent organizations about the high quality of our care:

- Of the 25 Medicare plans in California rated by the National Committee for Quality Assurance, ours has been the top plan in the state 4 years in a row. And they're 2 of only 8 Medicare plans in the nation to get a 5 out of 5 rating – the highest possible rating for quality and service.<sup>1</sup>
- For a record-setting 11th year in a row, Kaiser Permanente Northern and Southern California are the only health plans to get perfect scores for quality care on the California Office of the Patient Advocate's Health Care Quality Report Card.<sup>2</sup>
- Our health plan received an overall quality rating of 5 out of 5 stars from the Covered California 2018 Quality Rating System.<sup>3</sup>

To learn more about our commitment to quality, please visit [kp.org/quality](http://kp.org/quality).

## Keeping quality as our goal

To make sure we continue improving our care, we've created groups to develop, manage, and evaluate our efforts. These groups include:

- **The boards of directors of our health plan and hospitals**

These groups, which govern our quality improvement process, make policies to guide the organization, set and monitor goals and performance, and choose leaders.

- **Our Northern California Quality Oversight Committee (QOC)**

Physicians and nonphysicians serve on this committee, which is sponsored by the associate executive director for quality of The Permanente Medical Group, Inc., and by the health plan and hospitals' vice president for quality. The QOC sets priorities, evaluates and monitors quality-improvement programs, makes policy recommendations, and creates programs to deal with quality-of-care issues. The QOC reports regularly to the boards of directors. At least once a year, the committee reviews and adopts our quality-program description, program evaluation, and work plan.

## How we monitor our progress

We participate in several independent reports on quality of care. These reports can give you a way to compare our performance to that of other health plans. For example, we report complete, audited information on the effectiveness of our care, including asthma- and diabetes-management measures, to NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®).<sup>4</sup> We also participate in the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) program,<sup>5</sup> which NCQA uses to measure member satisfaction.

Additional information about measuring quality of care and service can be found at [kp.org/measuringquality](http://kp.org/measuringquality).

*(continues)*

## Improving quality and service

Each year we develop clinical and service goals to help us improve your health care. Our clinical goals include improving our members' health in these key areas:

- asthma treatment
- cancer screening and prevention for breast cancer, cervical cancer, and colon cancer
- cardiovascular health, including blood pressure, diabetes, cholesterol management, and smoking cessation
- depression treatment
- osteoporosis management

The service you get from us is an important part of your experience. Our goals in that area include:

- making sure you find the right personal physician
- giving you personalized care and service
- making sure it's easy to get the care you need

## Progress in meeting annual goals

Across California, Kaiser Permanente does better at performing most preventive screenings than any other health plan submitting HEDIS data. According to 2018 HEDIS scores, we had the highest rates of prevention and screening measures – including cancer screenings and weight, nutrition, and exercise management.<sup>6</sup>

According to 2018 HEDIS scores, we also had the highest rates for comprehensive diabetes care measures focused on blood pressure control and eye exams.<sup>7</sup>

## Patient safety

We care about your health and safety. We have many systems in place to help reduce the chance of errors. These include:

- medication-safety programs
- team training
- effective communication techniques
- reporting programs to help us identify areas where errors can occur

We've also found ways to identify which patient-safety practices are working best, then promote them throughout Kaiser Permanente.

We believe empowering members improves their safety and medical experience. Here are some of the ways you can be an active partner in your care:

- If you have any questions or concerns about your safety or care, speak with someone on your care team.
- If you don't understand the responses to your questions, ask again until you do.
- Make sure you know all the medications you're taking and why you're taking them.
- Educate yourself about your diagnosis and any medical tests you're taking.
- When you have an outpatient procedure or are hospitalized, ask a family member or friend to stay with you and be your support person.

## Your physicians and other care team members

Our medical professionals practice a unique approach to medicine that begins with a commitment to deliver the right care at the right time – with compassion, dignity, humanity, and respect. The collaboration between our doctors and other care team members is seamless, helping ensure you'll be cared for by a team with whom you'll want to build long-term relationships.

(continues)

Once our practitioners join Kaiser Permanente, they get ongoing training in their specialties and in general patient care, such as:

- cultural-sensitivity training reducing health disparities
- new-technology education
- thorough reviews of the procedures we've found to be most effective in promoting quality care

### Learn about your personal practitioner online

You can learn more about your health care practitioner, including education and board certification information, by visiting [kp.org/doctorsandlocations](http://kp.org/doctorsandlocations). If you haven't already selected a personal practitioner or would like to change your practitioner, you can do so there. Make sure to register first at [kp.org/register](http://kp.org/register) to use our secure online features.

### Advancing research and technology

Our efforts to enhance your care don't happen only at our medical offices and medical centers. Many improvements come directly from what we do in our research laboratories.

Our physicians and researchers have developed innovative programs and technologies that are used every day in hospitals and clinics across the country. Our research in important areas like colon cancer, osteoporosis, heart disease, and immunizations has led to new methods of screening and treating millions of people.

We're also a leader in health information technology. From our robust electronic health record system to our mobile app, you and your care team have powerful tools to stay connected to your health.

### Need additional information?

For more information about our quality program, or if you have questions about your care or the care of a loved one, please contact the Member Services department at your local Kaiser Permanente facility.

<sup>1</sup>NCQA's Medicare Health Insurance Plan Ratings 2018-2019, National Committee for Quality Assurance, 2018: Kaiser Foundation Health Plan, Inc., of Northern California – HMO (rated 5 out of 5); Kaiser Foundation Health Plan, Inc., of Southern California – HMO (rated 5 out of 5). NCQA's Medicare Health Insurance Plan Ratings 2015-2018, National Committee for Quality Assurance.

<sup>2</sup>Health Care Quality Report Card, 2009-19, California Office of the Patient Advocate. 2018-19 results are based on 2017 performance data. View the complete report at: [reportcard.opa.ca.gov/rc/HMO\\_PPOCombined.aspx](http://reportcard.opa.ca.gov/rc/HMO_PPOCombined.aspx).

<sup>3</sup>Health Insurance Company Quality Rating System, Covered California, October 2018.

<sup>4</sup>HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

<sup>5</sup>CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

<sup>6</sup>Kaiser Permanente 2018 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2018 and is used with the permission of NCQA. Quality Compass 2018 includes certain CAHPS® data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.

<sup>7</sup>See note 6.