

MEASURING CARE QUALITY IN OUR HOSPITALS

Kaiser Foundation Hospital, Hawaii Region
Moanalua



May 2017

Re: Kaiser Foundation Hospital – Moanalua

3288 Moanalua Road
Honolulu, HI 96819

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) – Moanalua has earned the Joint Commission's Gold Seal of Approval™.



The organization was last accredited on April 16, 2015, and received Advanced Certification in Palliative Care effective March 19, 2016.

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

<https://www.qualitycheck.org/quality-report/?keyword=moanalua%20kaiser&bsnid=2840>

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 **September 2016**.





Kaiser Foundation Hospital – Moanalua

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

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Moanalua

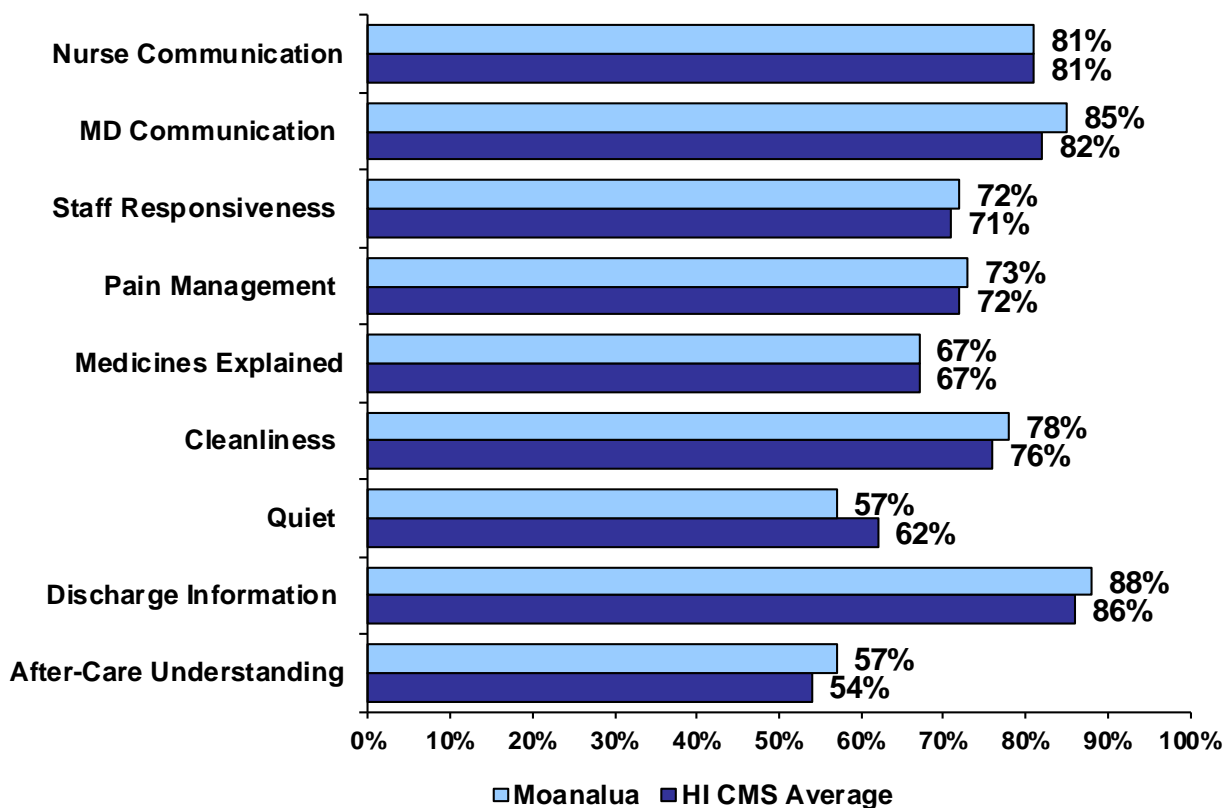


From: Consumer Assessment of Healthcare Providers and Systems Hospital Survey (Hospital CAHPS®) as reported by the Centers for Medicare & Medicaid Services (CMS)

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.

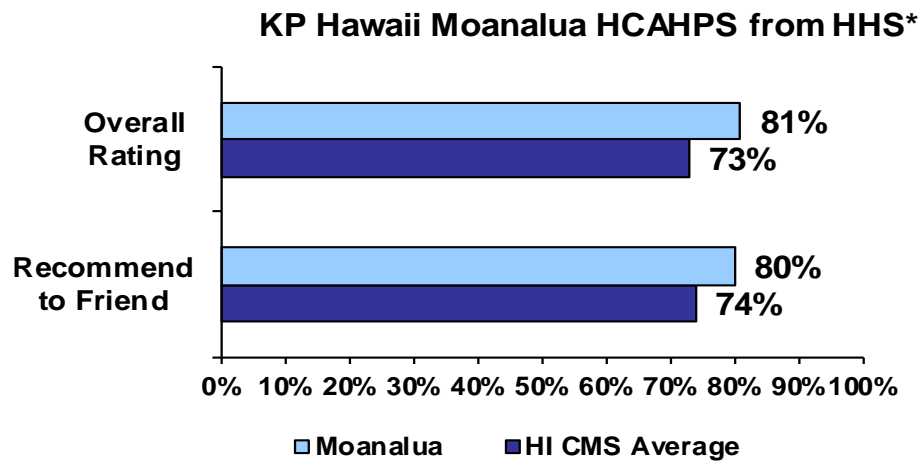
The results below are from patients discharged between **July 2015 and June 2016**. Scores reflect the percentage of patients who answered **"always"** (not "usually", "sometimes", or "never") to six composite questions and two individual "environment" questions and **"yes"** to the seventh "discharge information" composite question. The questions are described on the following page. Benchmark comparison numbers are determined by CMS and are based on all hospitals participating in Hawaii.

KP Hawaii Moanalua 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 Hawaii.



HCAHPS Summary Star Rating: ****. HCAHPS summary star ratings provide a snapshot of the 11 measures of patient experience of care 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 are 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, Hawaii Region Moanalua



Moanalua Medical Center is part of an integrated health care delivery system serving the community and over 248,000 Health Plan members in the state of Hawaii. A team of highly qualified physicians, nurses, and staff are committed to providing safe, accessible, high-quality, and culturally sensitive health care to all members. The hospital provides a full array of health care services, including primary, specialty, surgical, obstetric, and emergency services.

Moanalua Medical Center participates in the public reporting of several clinical quality, safety, and patient satisfaction measures and is fully accredited by The Joint Commission – an independent, not-for-profit organization that accredits and certifies health care organizations. The Joint Commission's standards are regarded as the most rigorous in the industry, and their Gold Seal of Approval requires compliance with best practice standards for quality and safety of care. Kaiser Foundation Hospital (KFH)-Moanalua has earned The Joint Commission's Gold Seal of Approval.

In 1997, the hospital was the first in the state to receive a "Baby-Friendly" designation¹ from the organization supported by World Health Organization and the United Nations Children's Fund. The designation recognizes hospitals and birthing centers that offer an optimal level of care for breastfeeding mothers through prenatal advice and classes, inpatient nursing and provider support, educational materials, and postpartum follow-up with lactation consultants.

In 2013, the National Accreditation Program for Bariatric Surgery, administered by the American College of Surgeons, awarded Moanalua Hospital a prestigious three-year accreditation, recognizing the hospital's commitment to excellence for the multidisciplinary medical and surgical treatment of members who enter the Bariatric program.

Committed to providing services which relieve symptoms, pain, and stress of a serious illness and improve quality of life for both the patient and the family, Moanalua Medical Center's Palliative Care program was certified by The Joint commission March 2014.

The hospital has been recognized as a leader in cardiac and stroke care receiving the American Heart / American Stroke Association's Gold Plus awards, Get with the Guidelines program for 2014 and the previous 4 years. This award recognizes the work in improving the overall quality of care for heart failure and stroke patients and reflects the excellent work of the multidisciplinary team.

Moanalua Medical Center has been recognized as one of the safest hospitals in the nation for the last three years, receiving an “A” hospital safety score from The Leapfrog Group. The Leapfrog Group is an independent, national not-for-profit organization founded more than a decade ago by the nation’s leading employers and private healthcare experts.

To improve the patient care experience Moanalua Medical Center has an active Patient and Family Centered Care Advisory Council. The council provides feedback on various issues ranging from care delivery system design and was instrumental in supporting our 24 hour hospital visitation policy.

As we look to the future, Moanalua Medical Center is committed to improving the consistency and predictability of the quality and safety of care that it provides members and patients.

1. <http://www.babyfriendlyusa.org/>