

MEASURING CARE QUALITY IN OUR HOSPITALS

Kaiser Foundation Hospital, Northern California Region Oakland/Richmond



May 2017

Re: Kaiser Foundation Hospital – Oakland/Richmond

3600 Broadway
Oakland, CA 94611

901 Nevin Ave.
Richmond, CA 94801

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 / 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) – Oakland/Richmond has earned The Joint Commission's Gold Seal of Approval™.

The organization was last accredited on June 18, 2016, and received Advanced Certification in Stroke (Primary Stroke Center) from The Joint Commission effective February 21, 2015.

Oakland/Richmond's Quality Report from The Joint Commission is available at:

<https://www.qualitycheck.org/quality-report/?bsnId=85010>

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**.

Oakland results are listed below first, followed by Richmond’s.

Kaiser Foundation Hospital – Oakland/Richmond

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	DNA	DNA	DNA	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	DNA	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

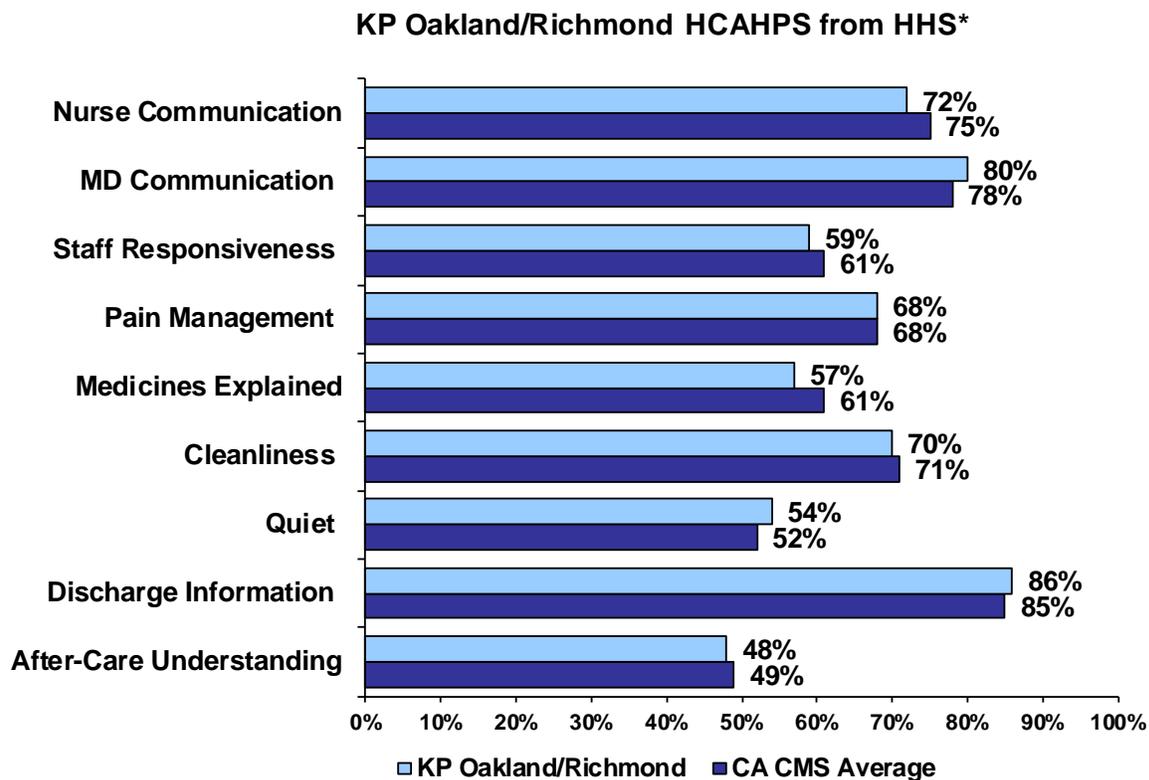
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From: Consumer Assessment of Healthcare Providers and Systems Hospital Survey (Hospital CAHPS®) as reported by the Centers for Medicare & Medicaid Services (CMS)

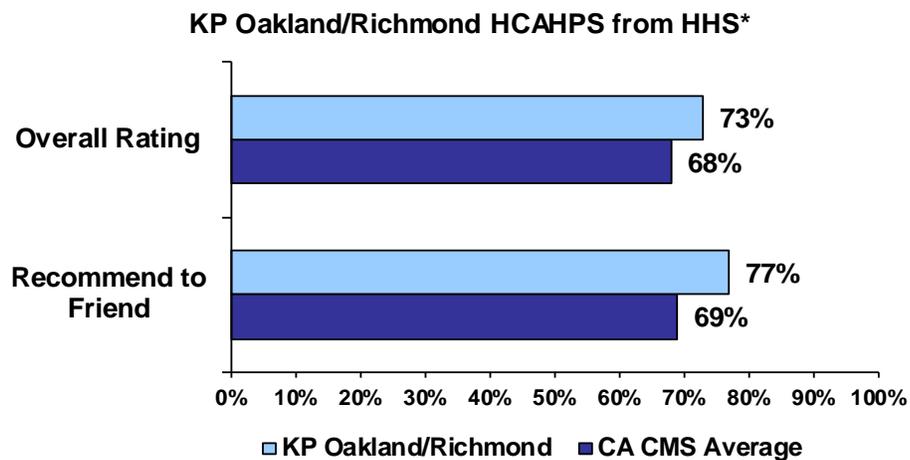
The CAHPS Hospital Survey (HCAHPS) is the first national publicly reported standardized survey and data collection methodology for measuring all patients' perspectives of their hospital care. CMS posts quarterly updates on HHS' website. Collection and reporting of data are voluntary.

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.



*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 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, Northern California Region Oakland/Richmond



Kaiser Permanente Oakland/Richmond Medical Center consists of two Kaiser Permanente owned medical center campuses (general acute care hospital with adjacent medical office buildings). In addition, our Kaiser Foundation Hospital (KFH) Oakland/Richmond supports our medical office buildings in Alameda and Pinole. The combined campuses provide inpatient and outpatient care for approximately 329,216 members and for non-Kaiser Permanente members who seek emergency care or other health care services. Our acute care hospitals and the Home Health and Hospice agencies are accredited by The Joint Commission. Our new KFH Oakland hospital opened in July 2014, and offers high-quality care and services with new state of the art technology, inclusive of but not limited to, an intraoperative MRI system. In addition, to foster comfort for our patients and their families, all inpatient rooms in Oakland are private.

KFH Oakland includes our regional pediatric care hub — a “children’s hospital within a hospital” that features specialized services and providers who have the skills and expertise needed to care for the unique needs of sick children. Special services include a pediatric intensive care unit, a neonatal intensive care unit, and a new intraoperative T3 magnetic resonance imaging (iMRI) system that is the first in the state of California. The iMRI allows pediatric brain surgeons to receive data while the patient is still on the operating table, resulting in immediate surgical choices that can help reduce subsequent surgeries for the patient.

Our new 12-story KFH hospital in the Medical Center at Oakland includes 349 private inpatient rooms, an operating room/interventional radiology suite, cardiac catheterization services, eight labor and delivery rooms, and 14 inpatient operating rooms. The Emergency Department has 52 private treatment bays. The new four-story medical office building, which opened in 2014, includes pharmacy, lab, health education, and radiology/imaging services. There are 102 provider rooms, as well as six outpatient operating rooms, seven procedure rooms, and 46 recovery bays. Seventeen specialties are represented, ranging from maxillofacial surgery to a sleep clinic.

At KFH Oakland/Richmond, we are proud to deliver high-quality health care and services 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 survey is one of the industry’s most thorough evaluations for quality and safety of care. In addition, we hold The Joint Commission’s Advanced Certification in Stroke Care and are designated as a Primary Stroke Center. Further, we

are proud to have earned the American Heart Association's Get With the Guidelines® Stroke Gold Plus performance award in 2015. California Children's Services (CCS) recertified East Bay in 2014 with no findings for its continued commitment to providing excellent, family-centered care to patients and families. We also participate in the American College of Surgeons' National Surgical Quality Improvement Program® (ACS NSQIP®).

We follow The Joint Commission's National Quality Improvement Goals for the care of surgical patients as well as patients with the following medical conditions: heart attack, heart failure, pneumonia, stroke, venous thromboembolism, and immunization. In addition to high-quality health care, patient safety is of utmost concern at KFH Oakland/Richmond. We believe that everyone working at Kaiser Permanente is responsible for ensuring our patients' safety, and we empower 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 Oakland/Richmond follows all of The Joint Commission's National Patient Safety Goals.

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