

# MEASURING CARE QUALITY IN OUR HOSPITALS

## Kaiser Foundation Hospital, Northwest Region Kaiser Westside Medical Center



May 2017

### Re: Kaiser Foundation Hospital – Kaiser Westside Medical Center Northwest Region

2875 Northwest Stucki Ave  
Hillsboro, OR 97124

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 will be summarized below as available.

### 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) – Kaiser Westside Medical Center medical facility has earned The Joint Commission's Gold Seal of Approval™.

The organization was newly accredited on August 19, 2016; received Advanced Certification in Stroke (Primary Stroke Center) effective November 9, 2016; and received Hip Replacement Certification effective July 23, 2015, and Knee Replacement Certification September 1, 2015.

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

<https://www.qualitycheck.org/quality-report/?keyword=westside%20kaiser&bsnid=546012>

## 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 **June 2016**.

### Kaiser Foundation Hospital – Kaiser Westside

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
★★★★★	★★★★★	★★★★★	★★★★	UCS	★★★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★★	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	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.

# SERVICE QUALITY IN OUR HOSPITALS

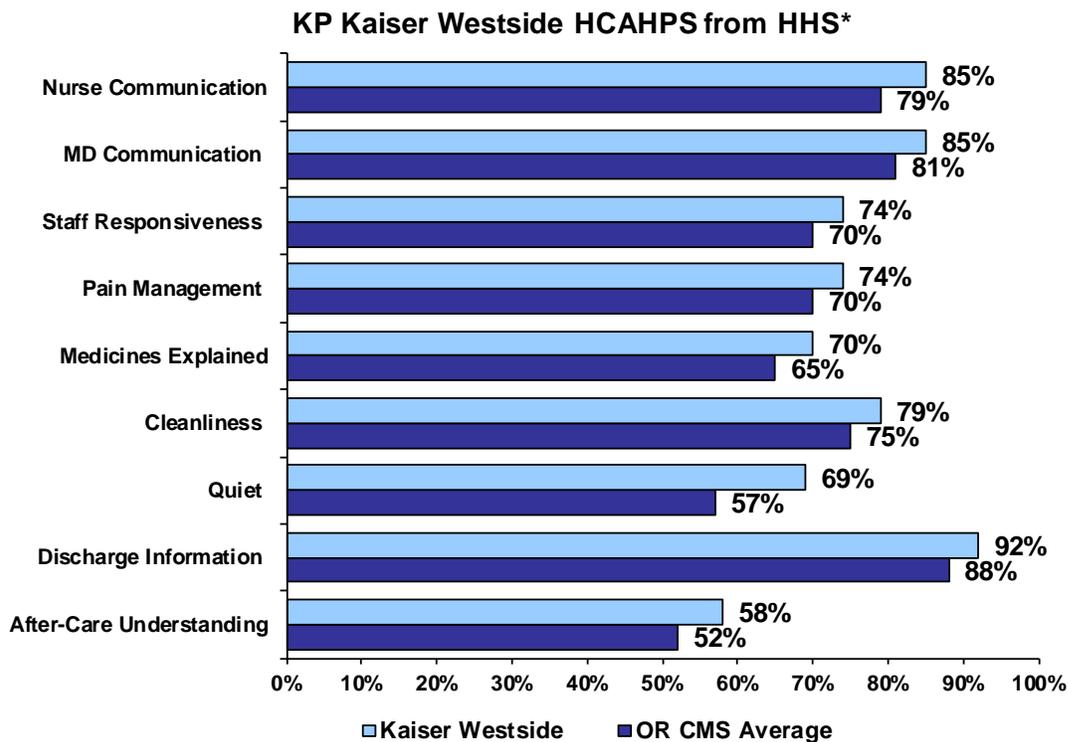
Kaiser Foundation Hospital, Northwest Region  
Kaiser Westside



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

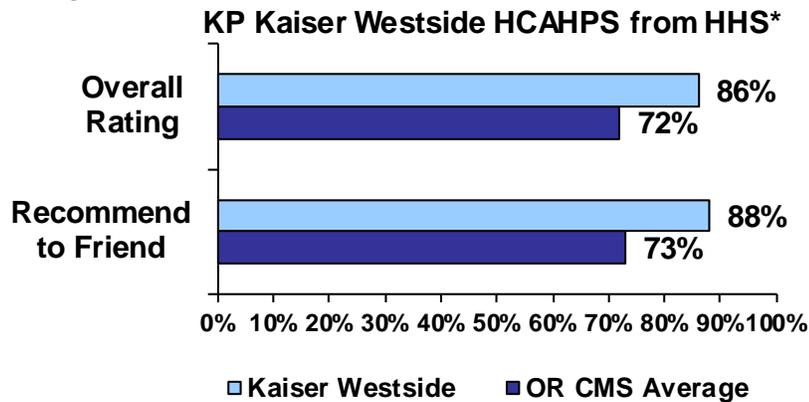
The CAHPS Hospital Survey (HCAHPS) is the first national publicly reported standardized survey and data collection methodology for measuring all patients' perspectives of their hospital care. CMS posts quarterly updates on HHS' website. Collection and reporting of data are voluntary.

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 Oregon.



\*CMS posts results at <https://www.medicare.gov/hospitalcompare/search.html> 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 Oregon.



**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 six composites are composed of the following questions:

- **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.
- **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.
- **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.

Two questions are on hospital environment:

- How often your room and bathroom were kept **clean**?
- How often was the area around your room **quiet** at night?

And finally:

- How do you rate the hospital **overall**?
- Would you **recommend** the hospital to a friend?

# QUALITY IN OUR HOSPITALS

## Kaiser Foundation Hospital, Northwest Region Kaiser Westside



Kaiser Permanente Westside Medical Center is situated on a 15-acre campus adjacent to the Kaiser Permanente Sunset Medical Center. The first new hospital to be built in Washington County in almost 40 years, it opened in August 2013 and is located in the heart of Washington County in Hillsboro's Tanasbourne district. Accredited by The Joint Commission, a national, independent hospital accrediting body, Westside has 122 licensed beds with potential to grow to 240 beds with all single-occupancy patient rooms.

- The Emergency Department has 27 treatment rooms; adult acute care has 72 medical/surgical beds and 20 medical surgical intensive care/progressive care unit beds; and maternal-Child has 10 labor and delivery rooms, 2 operating rooms, 2 recovery bays and 2- women and newborn rooms.
- Surgical services include 10 operating suites, 35 pre- and post-operative recovery bays, a Medical procedure unit, a KP Regional Center for Hip and Knee Replacement, and a KP Regional Robotic-assisted surgery program.
- Imaging services include MRI, 64-slice CT scanners, mammography, and digital X-rays.
- The campus includes more than 80 specialty providers in the areas of cardiology, ear/nose/throat (ENT), gastroenterology, gynecology, hematology, obstetrics, oncology, orthopedics, podiatry, and pulmonology.

Westside was recognized in 2015 by Becker's Hospital Review<sup>1</sup> as one of 50 of the Greenest Hospitals in America, spotlighted for its sustainability policies and practices and construction that demonstrate a commitment to environmental responsibility. The Leadership in Energy and Environmental Design organization (LEED)<sup>2</sup> granted its Gold Level Certification to Westside, one of 39+/- hospitals worldwide to receive this environmental designation. More than 100 green initiatives save 6.5 million gallons of water per year and the equivalent power to run 27 Oregon homes (2013).

National Research Corp<sup>3</sup> (formerly the Picker Institute) recognized Westside with its Path to Excellence Award, as one of the top two hospitals in the country with 100 to 300 beds, based on analysis of national data covering the period from April 2014 to March 2015. The Joint Commission awarded Hip and Knee Replacement Certification, receiving their Gold Seal of Approval<sup>®</sup> in 2015. The Centers for Medicare & Medicaid Services (CMS) rated Westside

4 out of 5 stars for the Summary Star Rating from HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) in 2015. The American Heart Association / American Stroke Association granted Westside its Get With the Guidelines® - Stroke Silver Plus quality award for its care of stroke patients. This award recognizes hospitals that have established a core set of guidelines that must be regularly met in order to provide the best quality care in the treatment of stroke patients. (2016)

Awards from The Collaborative Alliance for Nursing Outcomes (CALNOC)<sup>4</sup> included achievements in three areas: Best performance in preventing injury falls, Best performance in preventing hospital acquired infections / MRSA total facility, and Best performance in preventing hospital acquired pressure ulcers in 2015.

1. <http://www.beckershospitalreview.com/>
2. <http://www.nationalresearch.com/home/>
3. <http://www.usqbc.org/leed>
4. <http://www.calnoc.org/>