



Kaiser Permanente participates in a number of independent evaluations and analyses that provide our members and the public with reliable information to evaluate the quality of care we deliver and how our performance compares to that of other health care organizations. We are committed to providing a high level of quality care for our members and patients and we continue to seek improvement.



The Joint Commission Gold Seal of Approval™

The Joint Commission (TJC) has accredited hospitals for more than 50 years. Its standards are among the most rigorous in the industry, and its Gold Seal of Approval requires compliance with standards for quality, safety of care, and other accreditation requirements.

The organization's last accreditation was May 23, 2015.

The Joint Commission Advanced Certification – Orange County received Stroke Certification effective April 29, 2016.

Core Certifications in Hip and Knee Replacements were effective November 21, 2015.

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

<https://www.qualitycheck.org/quality-report/?keyword=kaiser%20orange%20&bsnid=9728>

Leapfrog Hospital Quality and Safety Survey

The Leapfrog Group is a coalition of business, health care, and public organizations working to improve the safety and quality of U.S. health care. Leapfrog’s annual survey gathers information from participating hospitals across the country about their adoption of recommended standards, including specific practices that promote quality and safety, and about their performance on these standards. Leapfrog uses a bar rating that reflects the progress of a hospital in adopting and implementing recommended standards. Below we have converted “bars” into “stars.” These charts show Orange County’s scores on the Leapfrog survey:

Anaheim is listed first and then Irvine, submitted **June 2016**.

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	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
★★★★★	★★★★★	★★★★★	★★★★★	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	★★★★★	★★★★★	★★★★	★	★	★★★★★	★★★

Kaiser Permanente Key	Progress Toward Meeting Leapfrog Standards
★★★★★	Fully meets standards.
★★★★	Substantial progress.
★★★	Some progress.
★★	Willing to report.
★	Willing to report.
DNA	This measure is not applicable to this hospital
UCS	Sample size too small to calculate score.

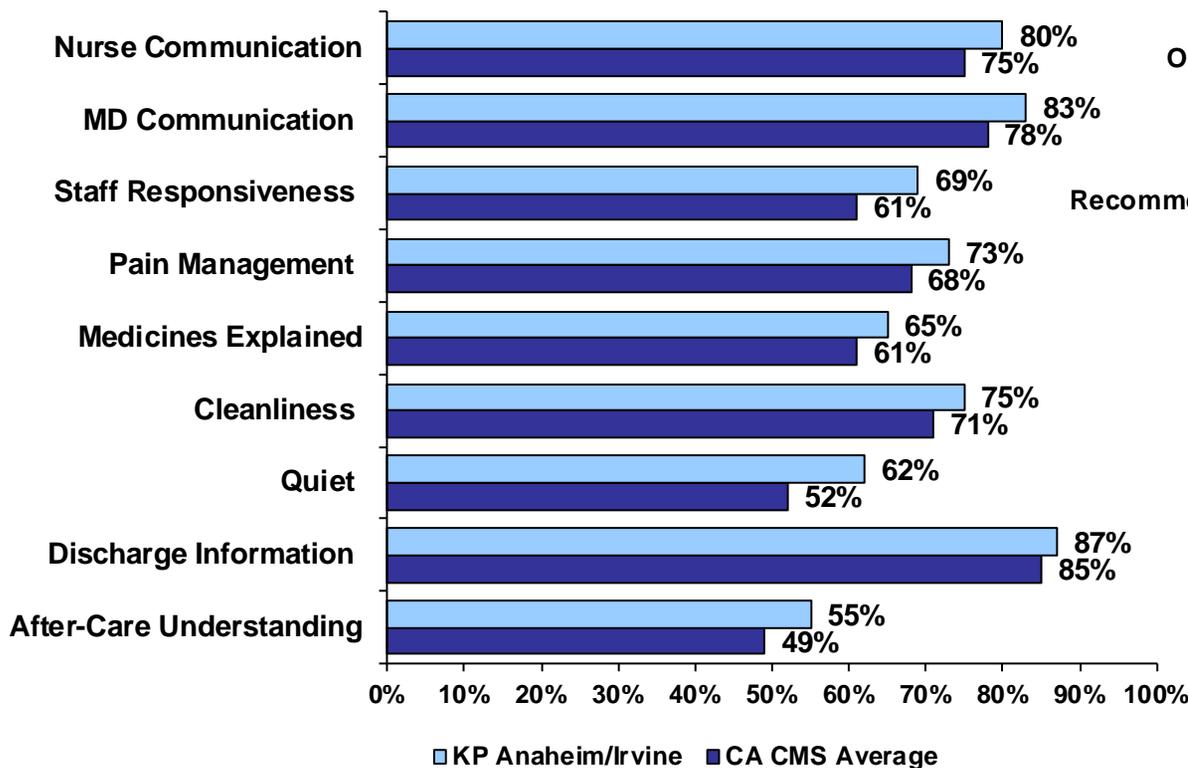
For a hospital comparison and details of the performance measures, visit: <http://www.leapfroggroup.org/cp>

Consumer Assessment of Healthcare Providers and Systems Hospital Survey (Hospital CAHPS®)

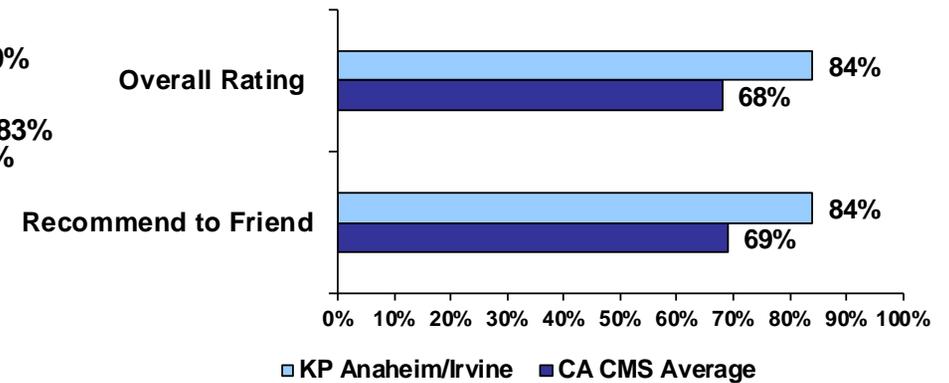
HCAHPS is a standardized, nationwide measure of patients' perspectives of their hospital care. Scores reflect the percentage of patients who answered "always" to seven composite questions and two environment questions and "yes" to a discharge information composite question as described below.

Scores on the Overall Rating question are on a 0-10 scale, worst to best. A hospital's rating represents the percentage of answers with a score of 9 or 10. Scores on the Recommend to Friend question are on a 1-4 scale, ranging from "definitely no" to "definitely yes," and reflect answers of "definitely yes." A hospital's rating represents the percentage of answers of "definitely yes." The top bar indicates Orange County's performance; the second bar is the California average. Survey data is from patients discharged July 2015 through June 2016.

KP Anaheim/Irvine HCAHPS from HHS



KP Anaheim/Irvine HCAHPS from HHS



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>

For quarterly results and other information about the survey questions, visit

<https://www.medicare.gov/hospitalcompare/search.html>



U.S. News and World Report Regionally Ranked Hospital

2016/Anaheim: #29 in [California](#), #14 in [Los Angeles metro area](#)

<http://health.usnews.com/best-hospitals/area/ca/kaiser-permanente-anaheim-medical-center-6930075>



Hospital-Acquired Pressure Ulcers

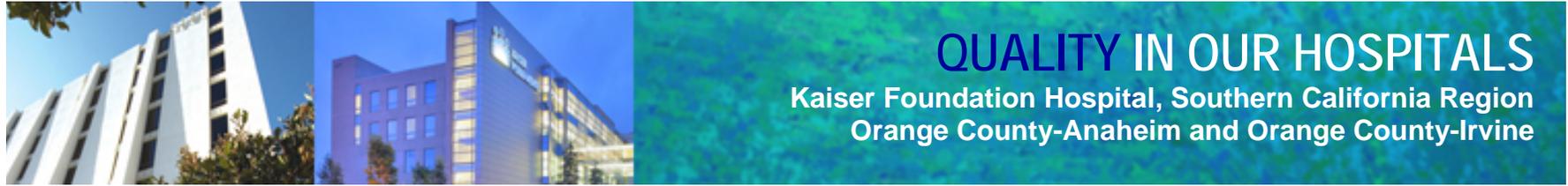
Pressure ulcers, “bed sores,” are an uncomfortable, painful, and costly complication of skin coming in constant contact with a surface. Because pressure ulcers in a hospital can often be prevented by identifying at-risk patients and using preventive measures, their prevalence and severity are indicators of inpatient quality of care.

How are we doing and how do we compare?

October – December 2016 (lower is better)	Anaheim Average**	Irvine Average**
Prevalence of pressure ulcers*	0.00 percent	0.00 percent

* Prevalence methodology provides a “snapshot” of pressure ulcers on a selected day. All consenting and appropriate hospitalized patients are examined for pressure ulcers. New ulcers that developed after hospitalization are counted. The measure is expressed as a percentage of the number of patients with pressure ulcers divided by the number of patients in the study.

** Data reported to the Collaborative Alliance for Nursing Outcomes (CALNOC). CALNOC is a national database for hospitals to report on various quality metrics, including pressure ulcers. At this time, CALNOC provides benchmark data through its private client-only website. Publishing CALNOC benchmarks publicly is not currently allowed. For more information, please visit: www.calnoc.org



Orange County offers inpatient hospital services at two locations: Anaheim Medical Center and Irvine Medical Center. These hospitals are part of an integrated health care delivery system that serves the community and more than 482,782 Health Plan members.

Both hospitals feature programs to help ensure member safety. Kaiser Permanente uses an electronic medical record to improve coordination of care and reduce medical errors. The hospitals have also implemented a preoperative safety briefing process (similar to the preflight checklist used by airlines) to help avoid surgical errors. Highly Reliable Team projects are in place in Obstetrical, Perioperative, and Emergency services to prepare physicians and staff to better handle emergencies. Other departments have taken training to better communicate and reduce errors during emergencies or critical times such as shift changes.

The Anaheim Medical Center is a tertiary center for neurosurgical care within the Southern California Region. The Irvine Medical Center is the Orthopedic Center of Excellence for Kaiser Permanente in Orange County.

QUALITY IN OUR HOSPITALS

Kaiser Foundation Hospital, Southern California Region
Orange County-Anaheim and Orange County-Irvine

Anaheim and Irvine Medical Centers provide full-service Emergency Departments and inpatient and outpatient medical and surgical services seven days per week; and laboratory, radiology, and maternity services. In addition, the Anaheim campus provides inpatient Pediatrics, and the Irvine campus has an outpatient surgi-center. The medical centers are staffed by highly trained physicians, called hospitalists, who specialize in acute conditions requiring admission to the hospital. Hospitalists are on-site 24 hours a day. Plus, an emergency response team is available around the clock to respond to changes in a patient's condition.

Anaheim Medical Center and Irvine Medical Center achieved "NICHE", Nurse Improving Care for Health System Elders Certification¹. The Joint Commission granted certification for the Stroke and Total Joint Replacement Programs. The World Health Organization and the United Nations Children's Fund (UNICEF) granted Baby Friendly Certification² which recognizes hospitals that offer optimal level of care for infant feeding.

Orange County received recognition from The Leapfrog Group in Patient Safety as a Top Hospital and awarded the letter

grade of "A" in 2013. The award is based on performance in quality and patient safety practices and progress made in preventing hospital acquired conditions such as infections, pressure ulcers and falls. Irvine Medical Center repeated as a Top Performer on Key Quality Measures by The Joint Commission. And both hospitals received Health Grades 2014 Outstanding Patient Care Experience.

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