



MEASURING CARE QUALITY IN OUR HOSPITALS

Kaiser Foundation Hospital, Southern California Region
Baldwin Park

Kaiser Permanente participates in a number of independent evaluations and analyses, which provide our members and the public with reliable information to understand 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 continuing 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 February 28, 2015.

The Joint Commission Advanced Certification – Baldwin Park received Stroke Certification effective July 21, 2016, Heart Failure July 22, 2016, and Palliative Care July 28, 2016.

Hip and Knee Replacement Core Certifications were effective May 29, 2015.

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

<https://www.qualitycheck.org/quality-report/?keyword=baldwin%20park%20kaiser&bsnid=125213>

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.” Four stars is the highest rating. These charts show Baldwin Park’s scores on the Leapfrog survey:

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

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	★★	★★★★★	★★	★★★★★	★	★★★★	★★	★

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.

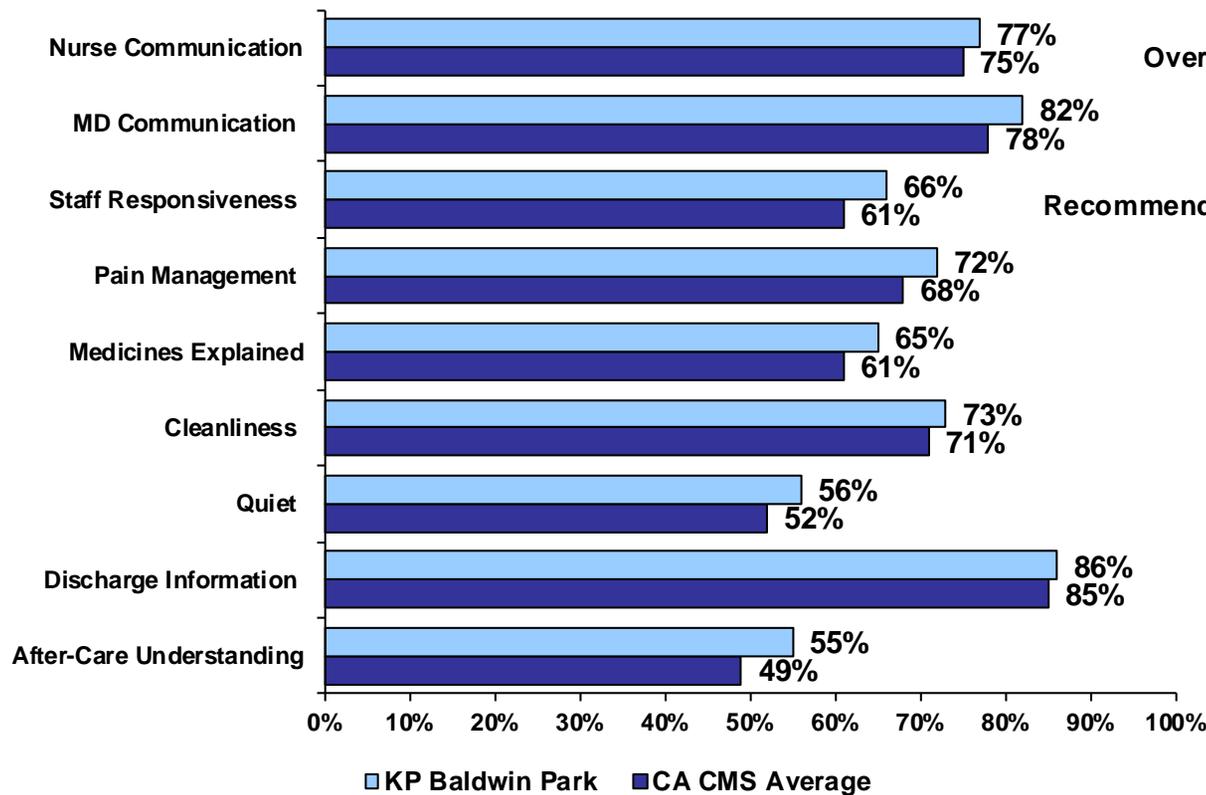
For a hospital comparison and details of the performance measures, visit: <http://www.leapfroggroup.org/cp>

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

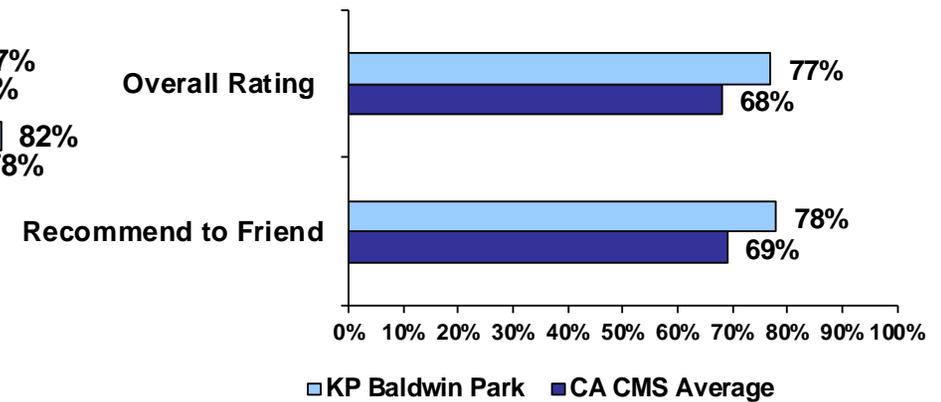
HCAHPS is a standardized, nationwide measure of patients' perspectives of their hospital care. Scores reflect the percentage of patients who answered "always" to seven composite questions and two environment questions and "yes" to a discharge information composite question as described below.

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 Baldwin Park's performance; the second bar is the California average. Survey data is from patients discharged **July 2015 through June 2016.**

KP Baldwin Park HCAHPS from HHS



KP Baldwin Park 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>



MEASURING PATIENT SAFETY IN OUR HOSPITALS

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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)	Baldwin Park Average**
Prevalence of pressure ulcers*	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



QUALITY IN OUR HOSPITALS

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Baldwin Park Medical Center is part of an integrated health care delivery system serving the community and over 262,000 Health Plan members in the San Gabriel Valley. 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, obstetrical, and emergency services.

Baldwin Park 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 National Accreditation Program for Breast Centers¹, administered by the American College of Surgeons, awarded Baldwin Park a three-year reaccreditation, recognizing the hospital's commitment to excellence for the multidisciplinary treatment of breast cancer. Additionally, the hospital received two Women's Choice Awards by WomenCertified², Inc. for being one of America's Best Breast Centers and one of America's Best Hospitals for Obstetrics.

The hospital holds a "Baby-Friendly" designation³ for providing quality care to breastfeeding mothers. The recognition is sponsored by the World Health Organization (WHO) and the United Nations Children's Fund to encourage and recognize 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.

The Leapfrog Group has recognized Baldwin Park as one of the safest hospitals in the nation. The hospital was also recognized from 2013 through 2016 by the GetWellNetwork⁴ a leader in Interactive Patient Care (IPC) solutions for Care Process Integration, Leadership Engagement, Overall Achievement, World Class Service & Support, and Research. The award recognized the medical center for demonstrating an exceptional ability to use IPC technology to design patient-centered care delivery processes to improve patient care, focusing on the areas of medication teaching and pain management.

Effective 2012, The Joint Commission has certified Baldwin Park as a Primary Stroke Center, which recognizes

exceptional efforts to foster better outcomes for stroke patients. The hospital also received the American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Gold Plus and the Target Stroke Honor Roll Elite Award for being one of America's Best Stroke Centers in 2016.⁴ These achievements reflect the high standard of stroke care provided on a consistent basis through the collective work of a team of physicians, nurses, and ancillary staff. Additionally, the medical center has been recognized by The Joint Commission certified hospital in the Get With the Guidelines® Heart Failure Program.

In May 2015 The Joint Commission recently awarded the hospital a two-year Disease Specific Certification for its Total Hip and Total Knee Replacement programs, and the Intersocietal Accreditation Commission recognized the Vascular Surgery Department with a three-year accreditation in vascular testing in the areas of extra cranial cerebrovascular testing, peripheral arterial testing, and visceral vascular testing.

Two-year accreditations were awarded to the Laboratory by The College of American Pathologists, and the Blood Bank/Transfusion Service by The American Association of Blood Banks.

The medical center continues to implement numerous innovative programs to help improve patient quality and

safety. Some examples include highly reliable surgical teams and the Perinatal Patient Safety Project that simulates critical events in the operating room or labor and delivery. Another is the implementation of a standard process to reduce hospital acquired pressure ulcers that resulted in a decrease of 70 percent. Other work currently underway targets congestive heart failure, sepsis, and stroke care.

As part of Baldwin Park's commitment to improving the patient care experience, a Member Advisory Council gives members a voice in the many decisions that impact their care by providing feedback on issues that impact the care delivery system. Additionally, Member Services improvement initiatives continue to be implemented.

As we look to the future, Baldwin Park 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://napbc-breast.org//index.html>
2. <http://www.womenschoiceaward.com/hosp-results/best-hospitals-for-obstetrics/california/?submit=view>
3. <http://www.babyfriendlyusa.org/>
4. <http://www.getwellnetwork.com/news/hospitals-honored-excellence-interactive-patient-care>