



MEASURING CARE QUALITY IN OUR HOSPITALS

Kaiser Foundation Hospital, Southern California Region
Downey

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. Downey Medical Center is proud to have earned the following recognitions:



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 June 6, 2015.

The Joint Commission Advanced Certification – Downey received Stroke Certification effective June 25, 2016.

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

<https://www.qualitycheck.org/quality-report/?keyword=kaiser%20downey&bsnid=9755>

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 Downey’s scores on the Leapfrog survey:

Submitted **August 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
★★★★★	★★★★★	★★★★★	★★★★★	★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★

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

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>

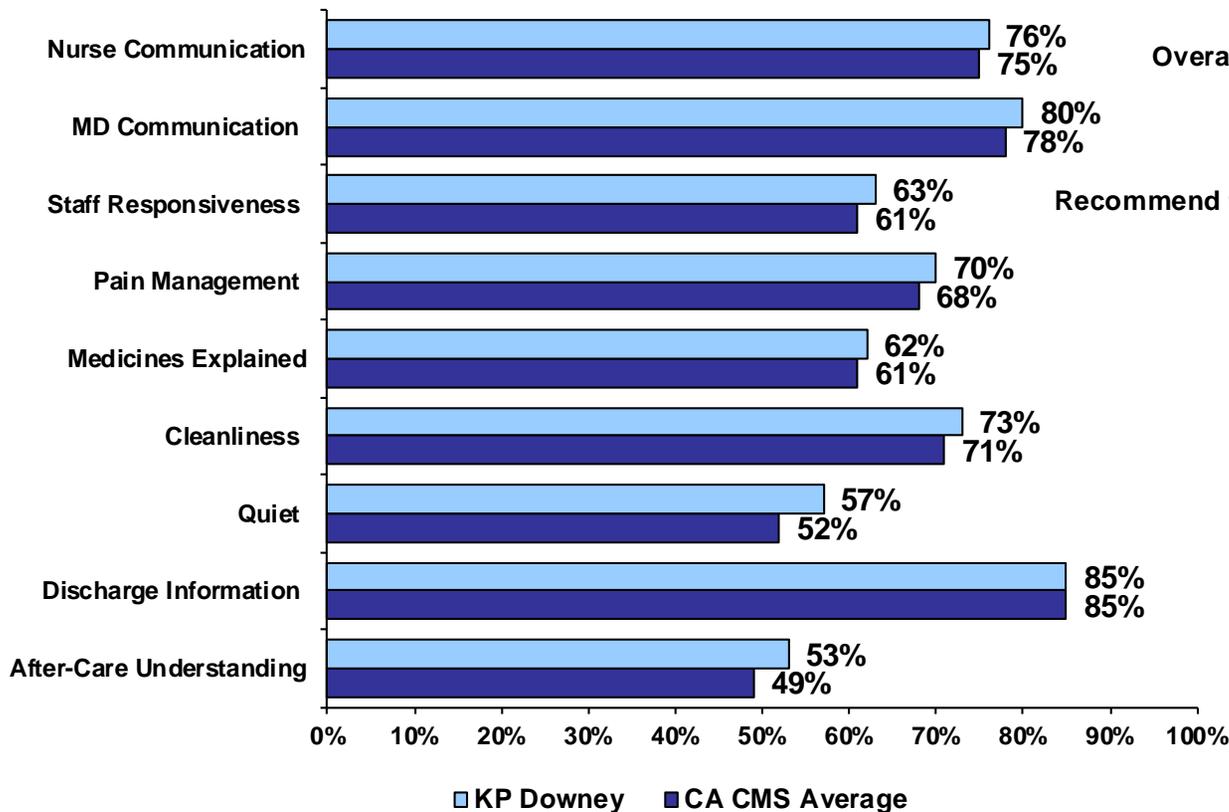
Consumer Assessment of Healthcare Providers and Systems Hospital Survey (Hospital CAHPS®)

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.

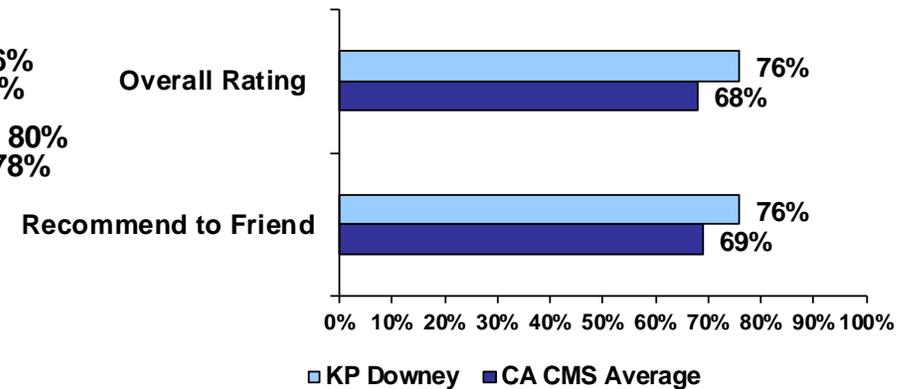
Scores on the Overall Rating question are on a 0-10 scale, worst to best. A hospital's rating represents the percentage of answers with a score of 9 or 10. Scores on the Recommend to Friend question are on a 1-4 scale, ranging from "definitely no" to "definitely yes," and reflect answers of "definitely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

July 2015 through June 2016.

KP Downey HCAHPS from HHS



KP Downey 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>



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)	Downey 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



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Downey Medical Center is part of an integrated health care delivery system that serves the community and approximately 350,000 members. The hospital has a full-service Emergency Department, Critical Care, Pediatric Critical Care, High Risk Obstetrical Services, and a level III Neonatal Intensive Care Unit (NICU). Hospital-based physicians are available 24 hours a day to monitor patient care.

In 2016, Downey Medical Center received the American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award with Target: StrokeSM Honor Roll Elite. The award recognizes the hospital's commitment to providing the most appropriate stroke treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence. Downey Medical Center earned the designation of Top Urban Hospital by the Leapfrog Group in 2015¹ after being a Leapfrog Top Hospital in 2008, 2009, 2013 and 2014. The Leapfrog Hospital Survey helps consumers compare hospitals' performance on the national standards of safety, quality, and efficiency. Also, Downey Medical Center has been awarded an 'A' since 2013 by the Leapfrog Hospital Safety Score². This letter grade denotes the best hospital safety performance.

Downey Medical Center received the US News and World Reports' prestigious recognition of Top Hospital³. This report considered over 5000 hospitals; hospitals were ranked according to reputation, mortality, patient safety and other areas, including nurse staffing and technology.

Downey Medical Center received the 2014 Collaborative Alliance for Nursing Outcomes' Performance Excellence Award⁴ for its reduction of hospital-acquired pressure ulcers and falls management. The only health care organizations out of 270 CALNOC hospitals to win this prestigious award for three straight years, Downey was recognized for its commitment and dedication to nursing quality and working to make lives better.

Downey is very proud of its Executive Walk rounds, which include senior leadership, physicians, Risk Manager, and sometimes a member. During these rounds, employees, patients, and physicians are interviewed about their perceptions of safety, quality, and service. This feedback has resulted in many improvements to the medical center.

Downey Medical Center has initiated a Perinatal Patient Safety Program, Highly Reliable Surgical Care Project, and a Reliable Emergency Room Project. These projects involve enhancing

communication and teamwork among all members of the departments through Human Factors Training. Skills are enriched through enacting emergencies utilizing computer-driven mannequins who are able to simulate real-life scenarios.

Downey was the first facility in Kaiser Permanente's Southern California region to implement a Patient Safety Advisory Council. This committee is in its sixth year, and features members who provide feedback regarding various issues – stimulating process redesign and new services. In addition, Downey has placed members of the Advisory Council on other committees such as the Patient Experience Committee, Medication Safety Committee and in April 2011 started an NICU Parent Advisory Committee. Having the member perspective has enriched the work of these committees.

In January 2010, Downey Medical Center received "Baby-Friendly" Designation for Quality Care to Breastfeeding Mothers³ sponsored by the World Health Organization (WHO) and the United Nations Children's Fund. Today, physicians at the Downey Medical Center facility deliver more than 3,400 infants annually. The hospital has 18 private birthing and recovery suites, and also has one of Kaiser Permanente's largest and most advanced neonatal intensive care units in Southern California (49 beds, California Children's Services certified level III NICU).

Downey is especially proud of its Hospital Customer Satisfaction scores in 2010. The Medical Center received the AVATAR award for Exceeding Patient Expectations in 2010.

1. <http://www.leapfroggroup.org/ratings-reports/top-hospitals>
2. <http://www.hospitalsafetyscore.org/h/kaiser-permanente-foundation-downey-medical-center>
3. <http://health.usnews.com/best-hospitals/area/ca/kaiser-permanente-downey-medical-center-6930243>
4. http://calnoc.site-ym.com/?20#CALNOC_2012_Performance_Excellence_Awards
5. <http://www.babyfriendlyusa.org/>