



MEASURING CARE QUALITY IN OUR HOSPITALS

Kaiser Foundation Hospital, Southern California Region
Fontana/Ontario

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 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 March 14, 2015.

The Joint Commission Advanced Certification – Fontana received Stroke Certification effective April 7, 2016.

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

<https://www.qualitycheck.org/quality-report/?bsnId=9826>

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 Fontana’s scores on the Leapfrog survey:

Fontana is listed first, followed by Ontario. Results 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
★★★★★	★★★★★	★★★★★	★★★★★	★★	★★★★★	★★★★★	★★★★★	★★★	★★★	★★★★★	★★★★★
★★★★★	★★★★★	★★★★★	★★★★★	★★	★★★★★	★★★★★	★★★★★	★★	★★★	★★★★★	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.
DNA	This measure is not applicable to this hospital
UCS	Sample size too small to calculate score.

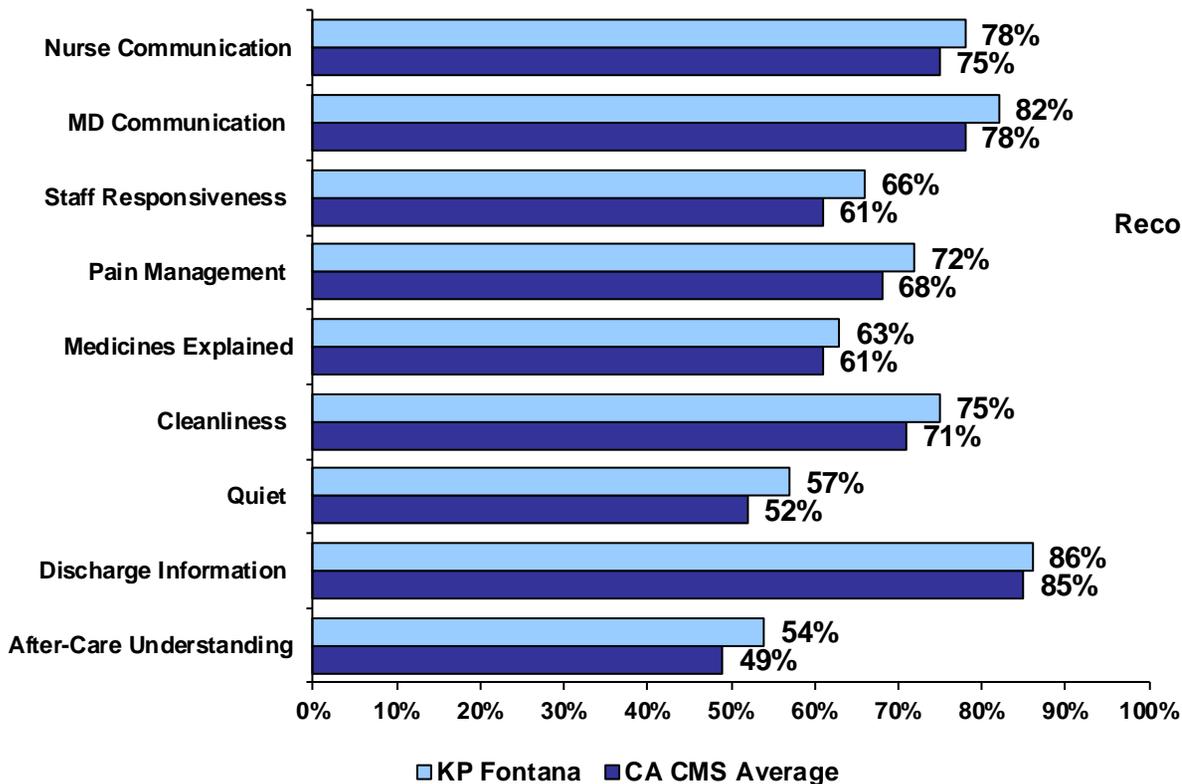
For a hospital comparison and details of the performance measures, visit: <http://www.leapfroggroup.org/cp>

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

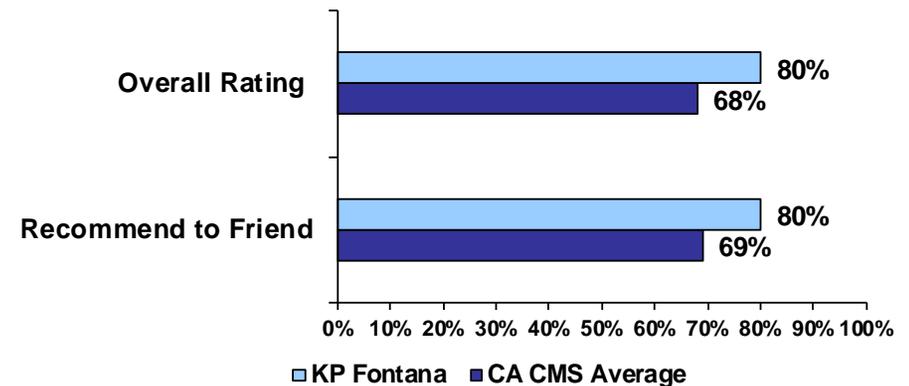
HCAHPS is a standardized, nationwide measure of patients' perspectives of their hospital care. Scores reflect the percentage of patients who answered "always" to seven composite questions and two environment questions and "yes" to a discharge information composite question as described below.

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

KP Fontana HCAHPS from HHS



KP Fontana 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/Fontana: #37 in [California](#), #2 in [Riverside metro area](#)

<http://health.usnews.com/best-hospitals/area/ca/kaiser-permanente-fontana-medical-center-6930737>



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)	Fontana Average**	Ontario Average**
Prevalence of pressure ulcers*	0.51 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



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The Fontana Ontario Medical Centers are part of an integrated health care delivery system that serves the community and approximately 535,000 KP Health Plan members. The Quality Improvement Program includes Acute Care Hospitals, Home Health/Hospice Services, Continuing Care, and Ambulatory Care at the Fontana Ontario Medical Centers, the corresponding Medical Offices, and the Ontario Ambulatory Surgery Center and Clinics. The Quality Improvement Department works closely with local and regional departments to facilitate process improvements in order to achieve excellence in care and service outcomes.

The Fontana Ontario Medical Centers strive to improve the care and services provided to our members. The Medical Center has a robust, comprehensive, integrated, and well-designed quality and performance improvement program in which we continually assess processes and seek ways to help improve efficacy, effectiveness, efficiency, and reliability, as well as the member care experience. Staff understand that delivering quality health care requires a collaborative team approach, so they embrace clear and open communication among team members. This approach to communication reflects the medical centers' vision of patient-centered care.

Participation in national quality programs allows Fontana Ontario to compare itself to broad benchmarks so we can continuously improve processes of care and outcomes based on this comparison. Examples of these programs include but are not limited to the Leapfrog Group for Quality and Safety and The Joint Commission's ORYX Core measures, to name a few.

Fontana Ontario Medical centers received a top designation by the US News & World report as a Best Hospital in San Bernardino and Riverside Counties in 2016¹ and the last three years as well.

Fontana Ontario has developed an array of innovative programs to help improve patient quality and safety. Some examples include: daily operations briefings, daily peri-op safety briefing, highly reliable surgical teams, highly reliable procedure team, the perinatal patient safety project, reducing in-hospital pressure ulcers, reducing hospital-acquired infections and falls, access to care, daily safety briefings, reducing central line-acquired bloodstream infections, catheter associated urinary tract infections, sepsis bundle, and stroke care in which we are certified for excellence in care of stroke patients and are a Joint Commission

designated stroke receiving center. Additional programs include our patient blood management program, surgical care improvement collaborative, Immunization measures, venous thromboembolism project, pregnancy-related care measures, diabetes care, cancer screening improvement projects, and patient care experience, as well as Member Services improvement initiatives.

In October of 2014, the Fontana Medical Center Campus opened a Cardiovascular Surgery Program in which we provide state of the art, comprehensive cardiovascular care for our patients and members in the Inland Empire and surrounding communities.

In 2015, the Fontana Medical Center Campus implemented a Neonatal Transport Team in which we transport infants requiring care to the appropriate Hospital in the surrounding communities, including our own Neonatal Intensive Care Unit.

1. <http://health.usnews.com/best-hospitals/area/riverside-san-bernardino-ca>