



MEASURING CARE QUALITY IN OUR HOSPITALS

Kaiser Foundation Hospital, Southern California Region
Los Angeles (Sunset)

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 August 8, 2015.

The Joint Commission Advanced Certification – Los Angeles received Stroke Certification effective November 4, 2014.

Los Angeles' Quality Report from The Joint Commission is available at:

<https://www.qualitycheck.org/quality-report/?keyword=kaiser%20los%20angeles&bsnid=9929>

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 Los Angeles’ 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
★★★★★	★★★	★★★★★	★★★★★	★★	★★	★★★★	★	★★	★★	★★★

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.

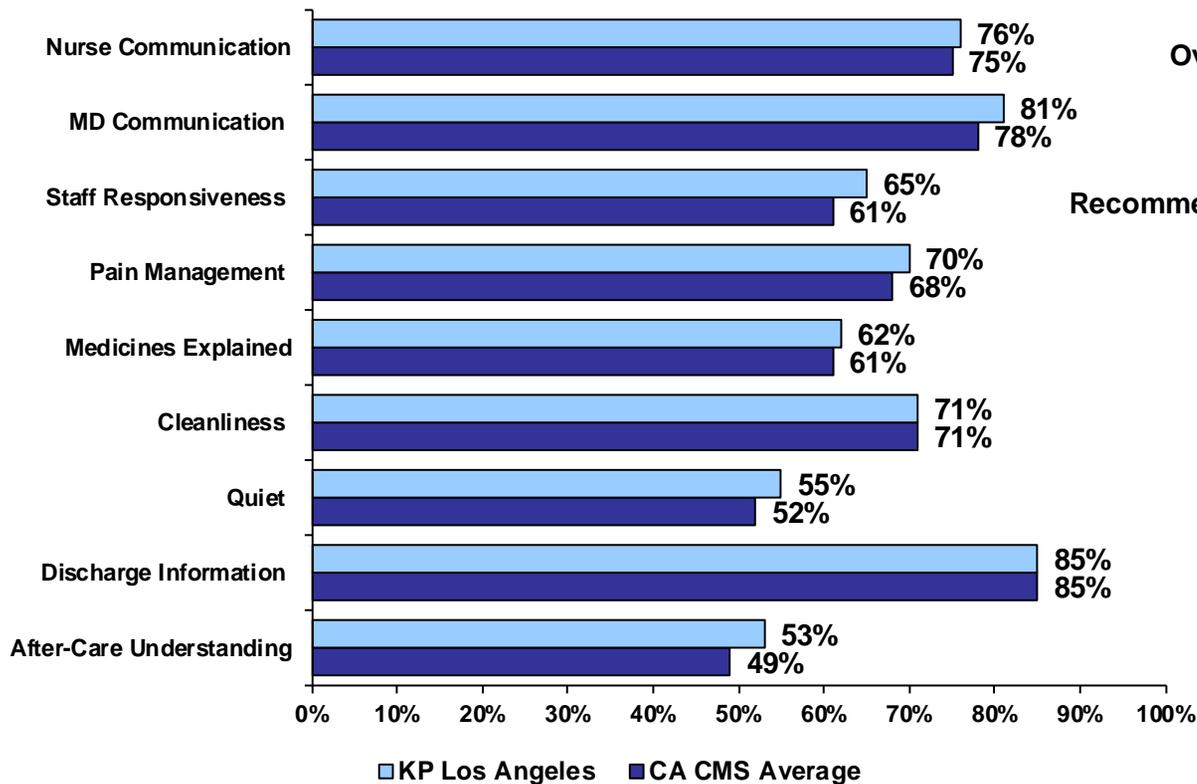
For a hospital comparison and details of the performance measures, visit: <http://www.leapfroggroup.org/cp>

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

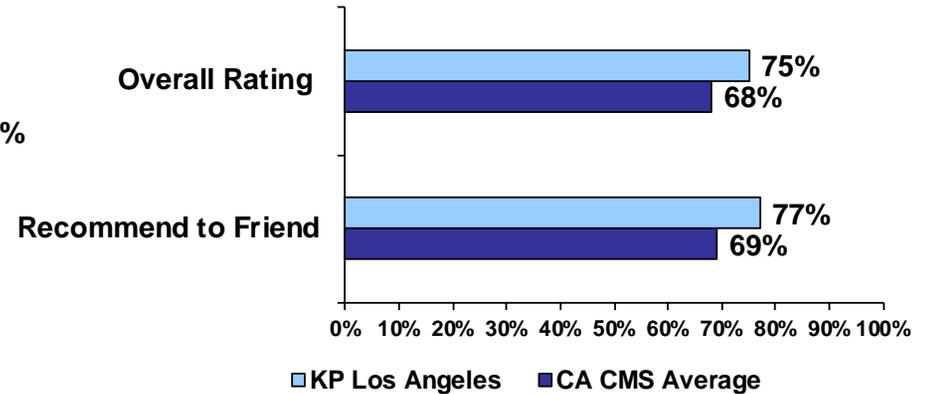
HCAHPS is a standardized, nationwide measure of patients' perspectives of their hospital care. Scores reflect the percentage of patients who answered "always" to seven composite questions and two environment questions and "yes" to a discharge information composite question as described below.

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 Los Angeles Medical Center's performance; the second bar is the California average. Survey data is from patients discharged July 2015 through June 2016.

KP Los Angeles HCAHPS from HHS



KP Los Angeles 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/Los Angeles: #17 in [California](#), #8 in [Los Angeles metro area](#)

<http://health.usnews.com/best-hospitals/area/ca/kaiser-permanente-los-angeles-medical-center-6930051>



MEASURING PATIENT SAFETY IN OUR HOSPITALS

Kaiser Foundation Hospital, Southern California Region
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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)	Los Angeles Average**
Prevalence of pressure ulcers*	3.26 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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The Los Angeles Medical Center (LAMC) is part of an integrated health care delivery system that serves the Southern California Region. It is Kaiser Permanente's largest facility in Southern California and is home to a tertiary care program that serves the community and Health Plan members throughout the Southern California Region.

Specialty services at LAMC include:

- Bone Marrow Transplant
- Cardiac Surgery / Cath Lab
- Certified Breast Center
- Chronic Pain Management
- Complex Spine Surgery
- Complex Pediatric Surgery
- Cytogenetic Laboratories
- Electrophysiology
- Genetic Counseling Services
- Radiology
- Cancer Program
- OB/GYN Specialty Services
- Interventional Cardiology
- Interventional Neuro-radiology
- Minimally Invasive Surgery
- NICU (Level III)
- Neurosurgery
- Neuro Oncology
- High Risk Obstetrics
- Pediatric Anesthesiology
- Pediatric Cardiac Surgery
- Children's Specialty Care
- Maxillofacial Surgery
- Nephrology
- PICU
- Pediatric Surgery
- Pediatric Oncology, Regional Research Hub
- Radiation Oncology
- Organ Transplant, Regional Hub
- Surgery for Movement Disorders
- Surgical Oncology
- Urological/GYN Oncology
- Hematology/Oncology
- Vascular Birthmark Clinic

LAMC has received certifications from The Joint Commission for both Primary Stroke Care and as a Breast Center. LAMC partners with physician residency programs, which received full accreditation. We are proud to be fully accredited by The Joint Commission and to have achieved The Joint Commission's Gold Seal of Approval.™

Los Angeles Medical Center supports the National Quality Forum (NQF) regarding safe care. The hospital has worked to put into place the NQF's 30 safe practices to reduce the risk of health care errors and harm to patients. Hospital performance on these practices is publicly reported and is compared to other hospitals through The Leapfrog Group. For 2010-2014, Los Angeles Medical Center was named a Leapfrog Top Hospital and has received Leapfrog's 'A' safety rating for 2014. The Leapfrog Hospital Survey helps consumers compare hospital performance on national standards of safety, quality, and efficiency.

In 2015, Los Angeles Medical Center was awarded the U.S. News & World Report Top Hospital Award.¹ "Kaiser Permanente's outstanding performance in the U.S. News & World Report ratings reflects our continued commitment to quality and achieving the best health outcomes for our members," said Pat Courneya, MD, executive vice president and chief medical officer, KFH/HP. "This recognition of our

specialty care is directly attributable to the tens of thousands of dedicated physicians, nurses, clinicians and care teams who excel in proactive prevention of illness, early detection of disease and better treatment of chronic conditions."

Topping the list for our region was Los Angeles Medical Center, which ranked 25th in the nation in cardiology and heart surgery³, 35th in the nation in geriatrics,⁴ and was high performing in 10 other specialties. LAMC also was rated the 10th best hospital in California.

Hospitals in the U.S. News & World Report survey were ranked according to reputation, mortality, patient safety and other areas, including nurse staffing and technology. For more information and complete rankings, visit U.S. News & World Report.

The hospital has numerous programs for patient safety that use scientific practices shown to improve care. These include the safe administration of medicines, reducing medical harm and surgical complications, and reducing infections in the hospital. Los Angeles Medical Center follows all The Joint Commission's Patient Safety Goals and is an active partner with the Institute for Healthcare Improvement,² which sponsors national efforts aimed at reducing medical harm.

1. <http://health.usnews.com/best-hospitals/area/ca/kaiser-permanente-los-angeles-medical-center-6930051>

2. www.ihl.org/IHI/Programs/Campaign/
3. <http://health.usnews.com/best-hospitals/area/ca/kaiser-permanente-los-angeles-medical-center-6930051/cardiology-and-heart-surgery>
4. <http://health.usnews.com/best-hospitals/area/ca/kaiser-permanente-los-angeles-medical-center-6930051/geriatric-care>