



MEASURING CARE QUALITY IN OUR HOSPITALS

Southern California Region
Moreno Valley Medical Center

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 January 30, 2015.

The Joint Commission Advanced Certification – Moreno Valley received Advanced Certification in Primary Stroke February 27, 2015.

Moreno Valley's Quality Report from The Joint Commission is available at:
<https://www.qualitycheck.org/quality-report/?bsnId=471088>

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 Moreno Valley’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
★★★★★	★★★★★	★★★★★	★	★★★★	★★★★★	★★★★★	★★★★★	★★	★★★★★	★★★★★	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	★★★★★	★★★★	UCS	★	★★★	★★★★★	★★★★

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>

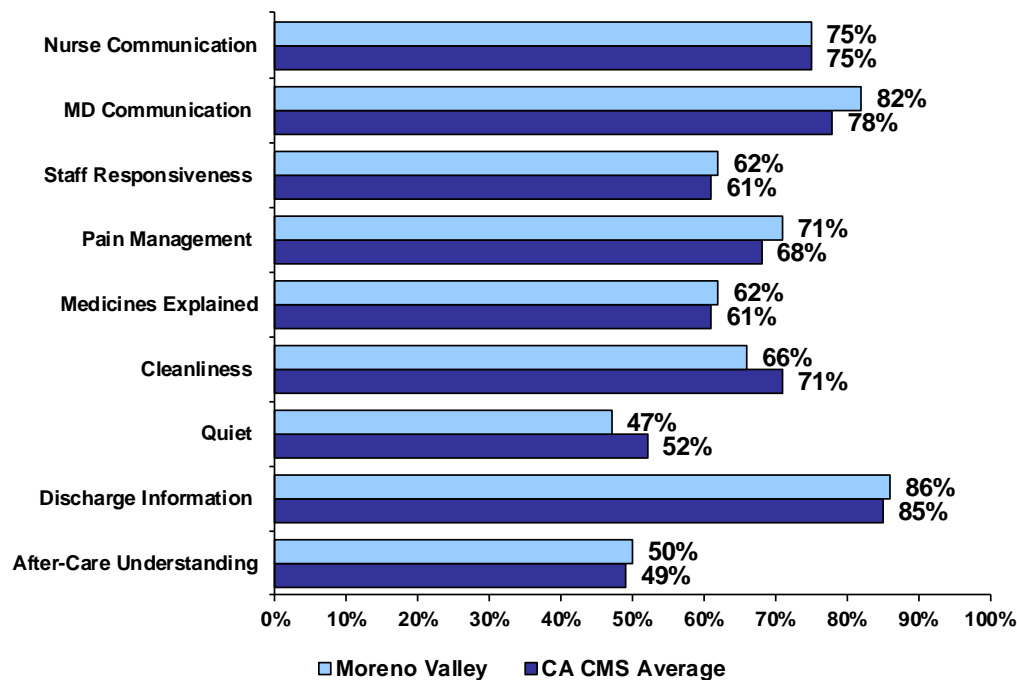
Consumer Assessment of Healthcare Providers and Systems Hospital Survey (Hospital CAHPS®)

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.

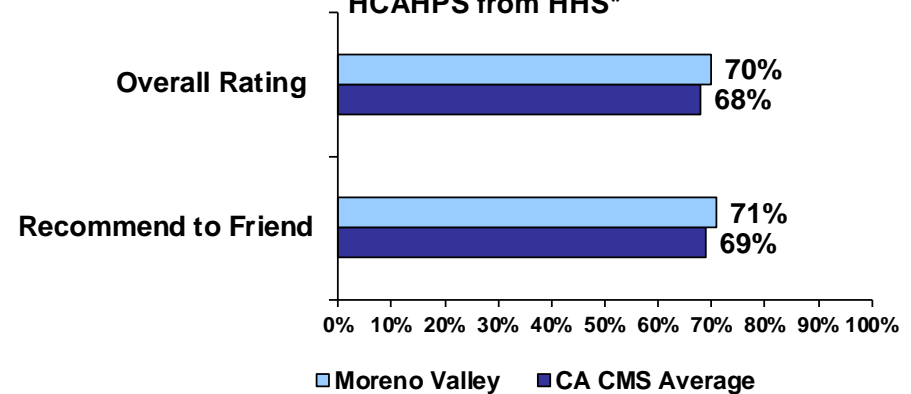
Scores on the Overall Rating question are on a 0-10 scale, worst to best. A hospital's rating represents the percentage of answers with a score of 9 or 10. Scores on the Recommend to Friend question are on a 1-4 scale, ranging from "definitely no" to "definitely yes," and reflect answers of "definitely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

Survey data is from patients discharged **July 2015 through June 2016**.

KP Moreno Valley Medical Center HCAHPS from HHS*



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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

Southern California Region
Moreno Valley Medical Center

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)	Moreno Valley 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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Moreno Valley Medical Center is part of an integrated health care delivery system that serves the community within the Kaiser Permanente Riverside Service Area and has approximately 345,000 Health Plan members in the Riverside County area including Moreno Valley, Temecula, and the Coachella Valley. The hospital has a full-service Emergency Department, inpatient and outpatient medical and surgical services, and delivers about 100 babies a month. 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.

Moreno Valley Medical Center participates in The Leapfrog Hospital Quality and Safety program and received an "A" Leapfrog Hospital Safety Score and recognition for safe practices in the hospital <<when?>>. Physicians, medical center staff, and leadership at Moreno Valley Medical Center are committed to providing high levels of quality and patient safety. Moreno Valley Medical Center was certified in November 2012, as a Primary Stroke Center. Our Stroke care includes the use of Specialist on Call (SOC) Teleneurology Services.

Moreno Valley Medical Center has received the American Heart Association/American Stroke Association's Get With The Guidelines®–Stroke Silver Quality Achievement Award. The award recognizes the commitment and success at Moreno Valley Medical Center in implementing a higher standard of stroke care by ensuring that stroke patients receive treatment according to nationally accepted standards and recommendations.

Moreno Valley Medical Center partners with the Institute of Healthcare Improvement¹ by adopting evidence-based best practices and care bundles to improve the processes of care and patient outcomes in Heart Failure, Pneumonia, Acute Myocardial Infarction, Sepsis Management, Prevention of Central Line Infections, and Ventilator Associated Events. Moreno Valley has successfully reduced ventilator associated pneumonia, and a central line infections to nearly zero.

Moreno Valley Medical Center has implemented an Antibiotic Stewardship Program (ASP) led by our inpatient Infectious Disease Pharmacist to ensure the judicious use of antibiotics in the inpatient setting. The goal of the ASP is to decrease antibiotic utilization as well as decreasing the risk for infections due to antibiotic use. With evidence-based practices that reduce the risk for hospital-acquired infections

in place, Moreno Valley Medical Center's hospital acquired infection rates are below the national average. Moreno Valley has successfully reduced ventilator associated pneumonia, and a central line infections to nearly zero by implementing evidence based practices and care bundles that help to prevent infection and the hospital has implemented highly reliable surgical teams to avoid "adverse events" in the surgical areas.

The hospital has integrated preventative services to help reduce hospital admissions and keep members in their homes.

Significant improvements have been achieved in the areas of surgical care and maternal/child care with the implementation of highly reliable surgical teams and "Critical Event Team Training". Implementation of evidence-based practices has improved the safety and reliability of the care provided to our members.

Moreno Valley Medical Center physicians are dedicated to the quality review process to improve systems and processes. The hospital leadership team participates in Patient Safety rounds, where employees and patients are interviewed about their perception of safety, quality, and service.

1. <http://www.ihl.org/Pages/default.aspx>