



MEASURING CARE QUALITY IN OUR HOSPITALS

Kaiser Foundation Hospital, Southern California Region
Panorama City

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 July 17, 2015.

The Joint Commission Advanced Certification – Panorama City received Advanced Certification in Primary Stroke September 20, 2016.

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

<https://www.qualitycheck.org/quality-report/?bsnId=10172>

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 Panorama City’s scores on the Leapfrog survey:

Submitted **July 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	★★	★★★★★	★★★★★	★★★★	★★★★	★★★★	★★	★★★★	★★	★★★★★

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>

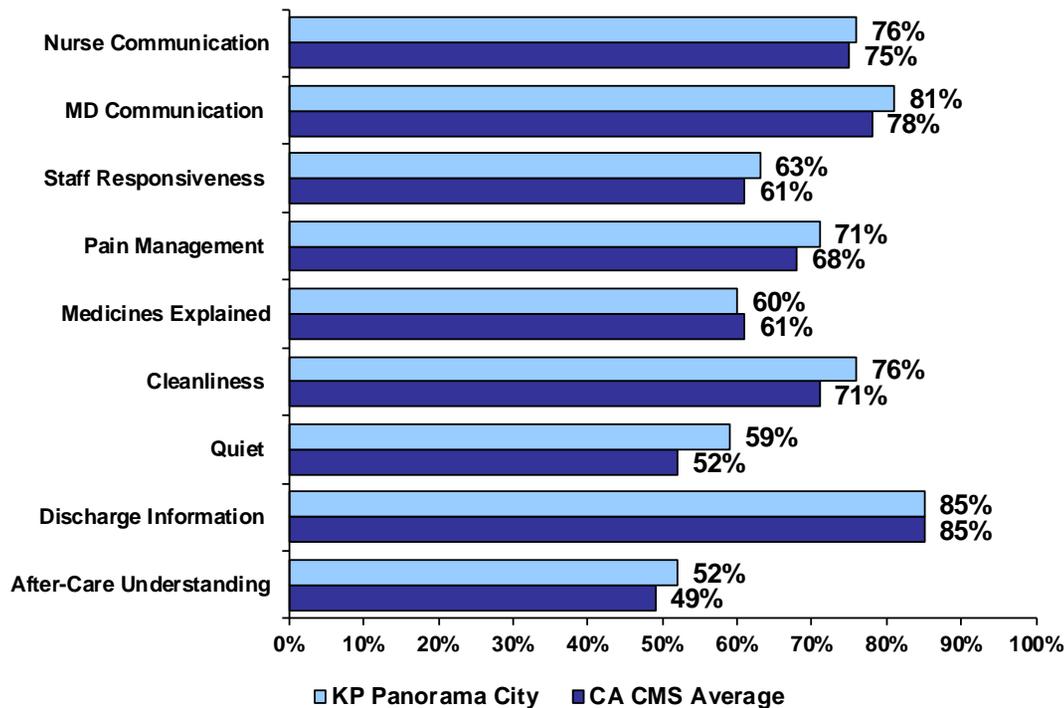
Consumer Assessment of Healthcare Providers and Systems Hospital Survey (Hospital CAHPS®)

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.

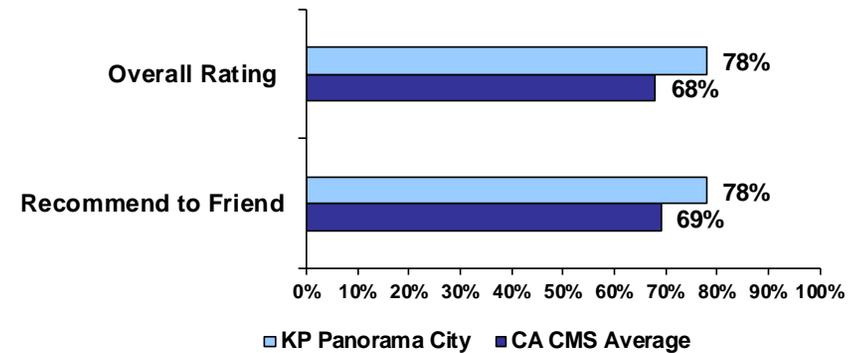
Scores on the Overall Rating question are on a 0-10 scale, worst to best. A hospital's rating represents the percentage of answers with a score of 9 or 10. Scores on the Recommend to Friend question are on a 1-4 scale, ranging from "definitely no" to "definitely yes," and reflect answers of "definitely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

Survey data is from patients discharged July 2015 June 2016.

KP Panorama City HCAHPS from HHS



KP Panorama City 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

Kaiser Foundation Hospital, Southern California Region
Panorama City

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)	Panorama City 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

Kaiser Foundation Hospital, Southern California Region
Panorama City

The Panorama City Medical Center is part of an integrated health care delivery system that serves the community, including approximately 250,000 Health Plan members in the San Fernando and Santa Clarita Valleys. The Kaiser Permanente Panorama City hospital has 10 operating rooms, an entire floor for labor and delivery, and a high acuity neonatal intensive care unit.

The goal of the Panorama City Medical Center is to provide high quality care. The Quality Management Program includes acute hospital care, home health services, and ambulatory care. The hospital's performance improvement teams work on a variety of quality and patient safety initiatives, including The Centers for Medicare and Medicaid and The Joint Commission's Core Measures.

Participation in national quality programs allows the Panorama City Medical Center to compare its quality to national benchmarks. For example, in 2015, the Panorama City Medical Center received a Leapfrog "A" Grade for Hospital Safety, a designation that recognizes hospital performance on standards of safety.

In 2015, The Joint Commission awarded full accreditation to the Panorama City Medical Center. Also in 2012, The Joint

Commission certified the Panorama City Medical Center as a Primary Stroke Center. Our stroke teams are specially-trained medical professionals who work together to diagnose, treat, and provide early rehabilitation to stroke patients. In 2015, the Panorama City Medical Center received the American Heart Association/American Stroke Association Gold Achievement Award for high levels of adherence to guideline indicators to improve quality of patient care and outcomes.

The work of our health care teams is facilitated by KP HealthConnect—our comprehensive health information system, which includes one of the most advanced electronic medical record systems available.

Locally, the Panorama City physician and nursing teams invite members to be part of the health care team during daily visits with the patient and family, and in our Patient Advisory Council, which is sharing key information and keeping everyone focused on the main goal of returning our members to their optimum health. The hospital also has specially trained teams of caregivers to act quickly to changes in a patient's condition and to prevent further destabilizing conditions.