



MEASURING CARE QUALITY IN OUR HOSPITALS

Kaiser Foundation Hospital, Southern California Region
Riverside

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 15, 2015.

The Joint Commission Advanced Certification – Riverside received Advanced Certification in Primary Stroke Care April 8, 2016; and in Inpatient Diabetes April 1, 2016.

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

<https://www.qualitycheck.org/quality-report/?keyword=kaiser%20riverside&bsnid=5150>

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 Riverside’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
★★★★★	★★★★★	★★★★★	★★★★★	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>

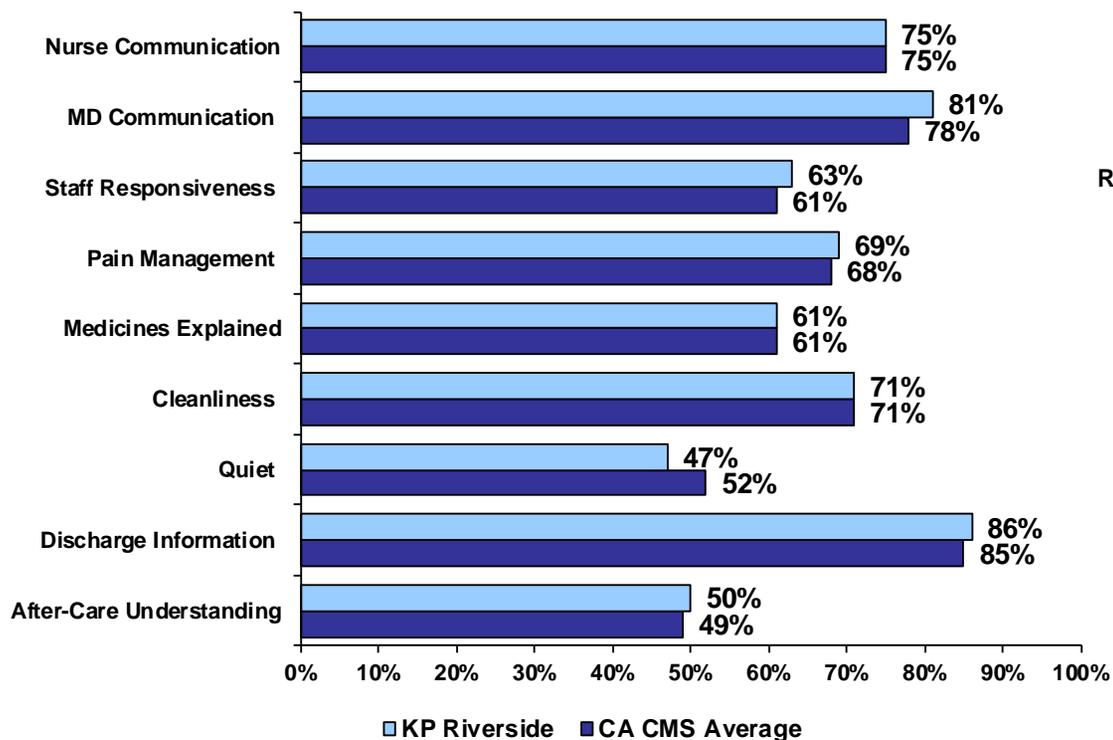
Consumer Assessment of Healthcare Providers and Systems Hospital Survey (Hospital CAHPS®)

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.

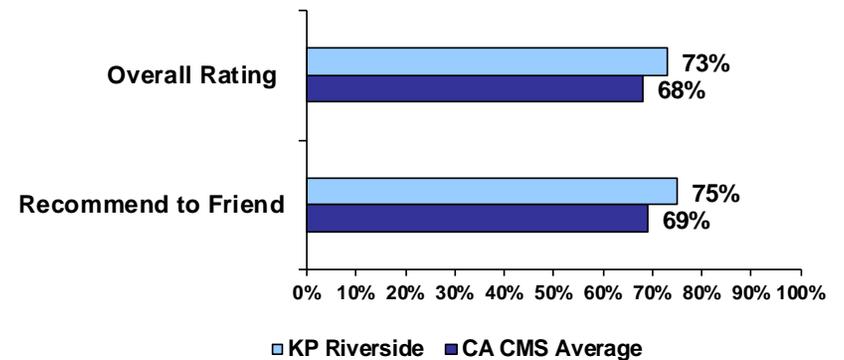
Scores on the Overall Rating question are on a 0-10 scale, worst to best. A hospital's rating represents the percentage of answers with a score of 9 or 10. Scores on the Recommend to Friend question are on a 1-4 scale, ranging from "definitely no" to "definitely yes," and reflect answers of "definitely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

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

KP Riverside HCAHPS from HHS



KP Riverside 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
Riverside

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)	Riverside Average**
Prevalence of pressure ulcers*	1.00 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
Riverside

Riverside Medical Center is an integrated health care delivery system that serves the community and approximately 423,216 Health Plan members in and around 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 260 babies a month.

Riverside Medical Center has expanded its outpatient services opening two new medical office buildings, one located next to the Kaiser Moreno Valley Medical Center, and the other Meridian MOB, which opened in July 2014, expanding our high-quality care closer to home with services that include primary care, surgical specialties, pharmacy, laboratory, and radiology services.

In 2014, Riverside Medical Center received disease specific re-certification by The Joint Commission in Advanced Management of In-Patient Diabetes Care and re-certification as an Advanced Primary Stroke Center in March 2015. Our Stroke care includes the use of Specialist on Call (SOC) Teleneurology Services. In addition Riverside Medical received the American Heart/American Stroke Association

Gold Stroke Plus/Target Stroke award for management of Stroke Care.

Riverside Medical Center continues to participate in The Leapfrog Hospital Quality and Safety program with recognition for outstanding performance, receipt of an "A" Hospital Safety Score rating, and a rating as one of the Top Leapfrog Hospitals for the past five years.

Physicians, medical center staff, and leadership at Riverside Medical Center are committed to providing high levels of quality and patient safety, with initiatives such as prevention of hospital-acquired infection with rates below the national average (lower is better) and the implementation of a Rapid Response Team available for patient and staff safety and satisfaction. The hospital has a Patient Safety Advisory Council that includes Kaiser Permanente Members as advisors to patient safety activities. The hospital has integrated preventative services to reduce hospital admissions and keep members in home health settings and in outpatient care with easy access to their primary care providers.

In 2013 Riverside Medical Center implemented an Advanced Medical Care at Home Program. Patients receive essential

elements of hospital service, including physician and nursing care, medications and appropriate diagnostic and therapeutic technologies in the home setting.

Riverside 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 Sepsis Management, Prevention of Central Line Infections, and Ventilator Associated Infections. Riverside has successfully reduced ventilator associated pneumonia, and central line infections to nearly zero, and the hospital has implemented highly reliable surgical teams to avoid “adverse events” in the surgical areas.

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

Riverside is designated a “Baby Friendly Hospital,”² a recognition sponsored by the World Health Organization (WHO) and the United Nations Children's Fund. Our rooms are designed to give our patients the privacy that they need, and the option of laboring, delivering, and recovering in the same room. Riverside Medical Center also achieved California Children's Services (CCS) Certification in April 2015.

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