



MEASURING CARE QUALITY IN OUR HOSPITALS

Kaiser Foundation Hospital, Southern California Region
San Diego

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 April 4, 2015.

The Joint Commission Advanced Certification – San Diego received Advanced Certification in Primary Stroke November 12, 2016, and in Inpatient Diabetes November 9, 2016

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

<https://www.qualitycheck.org/quality-report/?keyword=san%20diego%20kaiser&bsnid=9889>

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 San Diego’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.

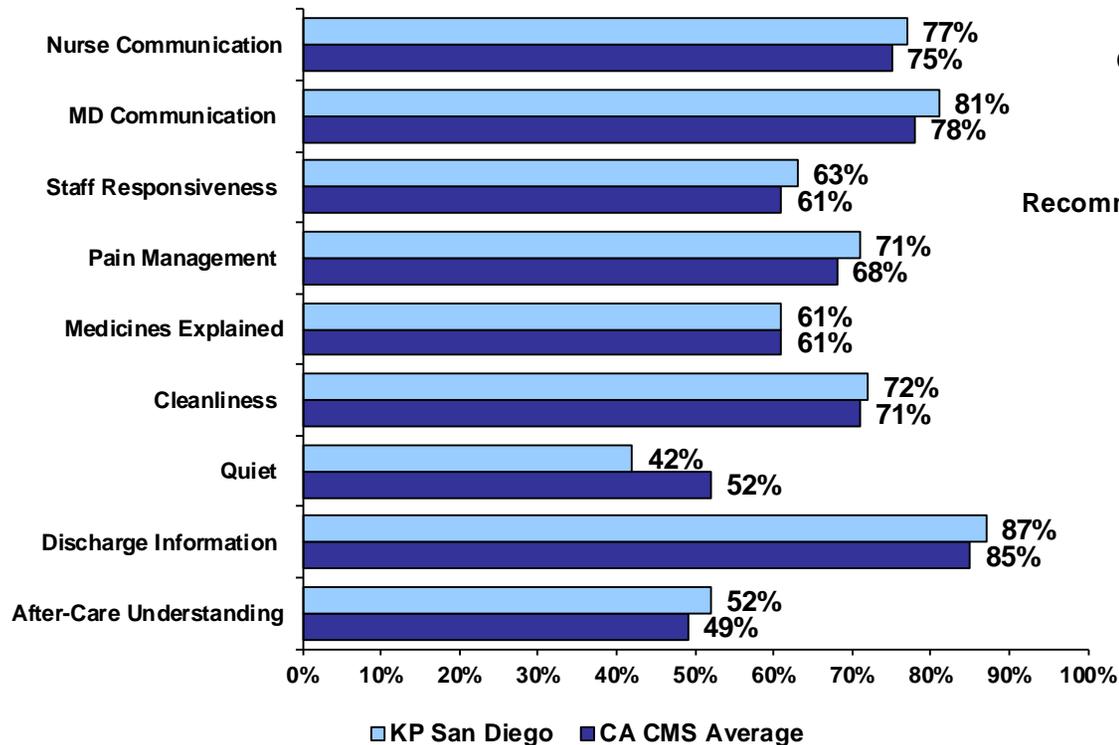
For a hospital comparison and details of the performance measures, visit: <http://www.leapfroggroup.org/cp>

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

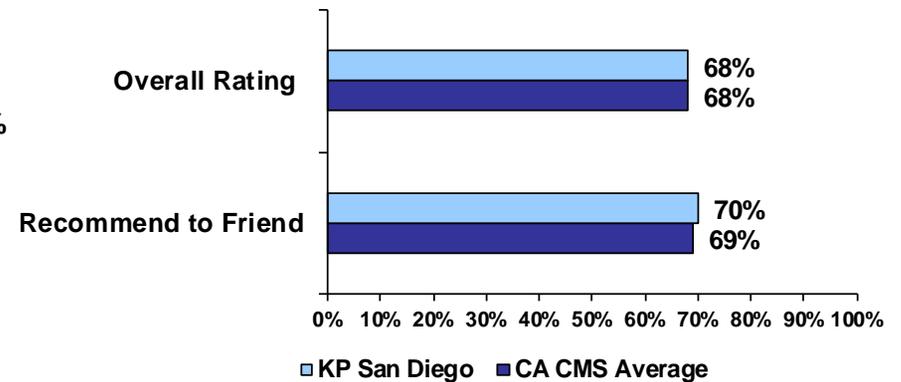
HCAHPS is a standardized, nationwide measure of patients' perspectives of their hospital care. Scores reflect the percentage of patients who answered "always" to seven composite questions and two environment questions and "yes" to a discharge information composite question as described below.

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

KP San Diego HCAHPS from HHS



KP San Diego 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
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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)	San Diego 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

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San Diego Medical Center is part of an integrated health care delivery system that serves the community and approximately 580,000 members in San Diego County. The hospital has a full-service Emergency Department, critical care services, OB services, and newborn intensive care services. Hospital-based physicians are available 24 hours a day to monitor patient care.

Southern California Permanente Medical Group physicians at the hospital were recognized by the California Office of the Patient Advocate¹ as one of the "Top Medical Groups Where You Live." This unique distinction reflects upon physicians' and their staff's performance in how often patients get care that meets national standards and how patients rate the groups' care and service. The groups also are scored on how patient records are kept and shared among the doctors so the information about a patient is both correct and available when it's needed.

San Diego's commitment to patient family centered care is highlighted by an active patient advisory committee. Patient and Family advisors participate on hospital committees and performance improvement teams.

San Diego has received recognition for quality and patient in the following areas:

- Designation from The Leapfrog Group in Patient Safety as a **Top Hospital** in 2010, 2011, 2012, 2013 and 2014. The award is based on performance in patient safety and progress in preventing infections and other hospital-acquired conditions and adopting policies on the handling of serious medical errors.
- Recognized as a leader in performance as a 2013 recipient of the California Awards for Performance Excellence (CAPE)TM Gold Award². The award program, which emulates the national Malcolm Baldrige Performance Excellence Program, recognizes organizations that demonstrate superior performance in key areas of leadership; strategic planning; customer focus; measurement, analysis and workforce.
- Received Hospital Safety Score of "A" grade in 2015 from The Leapfrog Group, a national non-profit organization that focuses on improvements in hospital safety and quality. The Score uses 26 measures of publicly available hospital safety data to produce a single grade representing a hospital's overall success in keeping patients safe from infections, injuries, and medical and medication errors.

- San Diego maintains its Baby Friendly Certification³ sponsored by the World Health Organization (WHO) and the United Children’s Fund.
- **Get With The Guidelines: Stroke (Gold Plus with Target: Stroke Honor Roll Elite)**. The American Heart and American Stroke Associations’ program contains multiple modules. Stroke signifies that a hospital's data shows at least 85% adherence in the 7 core Get With The Guidelines Stroke measures. In April of 2015, San Diego was recognized with the Stroke Honor Roll Elite designation, recognizing the hospital’s achievement of time to thromolytic therapy in less than 60 minutes for 75% or more applicable acute ischemic stroke patients treated with IV tPA to improve quality of patient care and outcomes. The Stroke Program has been awarded the Gold Level from *Get With the Guidelines* for consistent performance in stroke care since 2012.

1. <http://reportcard.opa.ca.gov/rc/profile.aspx?EntityType=ME&Entity=1041612>
2. <http://www.calexcellence.org/CAPEProgram/AwardRecipients.aspx>
3. <http://www.babyfriendlyusa.org/>