



MEASURING CARE QUALITY IN OUR HOSPITALS

Kaiser Foundation Hospital, Southern California Region
West Los Angeles

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 February 14, 2015.

The Joint Commission Advanced Certification – West Los Angeles received Advanced Certification in Primary Stroke November 12, 2016.

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

<https://www.qualitycheck.org/quality-report/?keyword=kaiser%20west%20los%20angeles&bsnid=9873>

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 West Los Angeles’ 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.

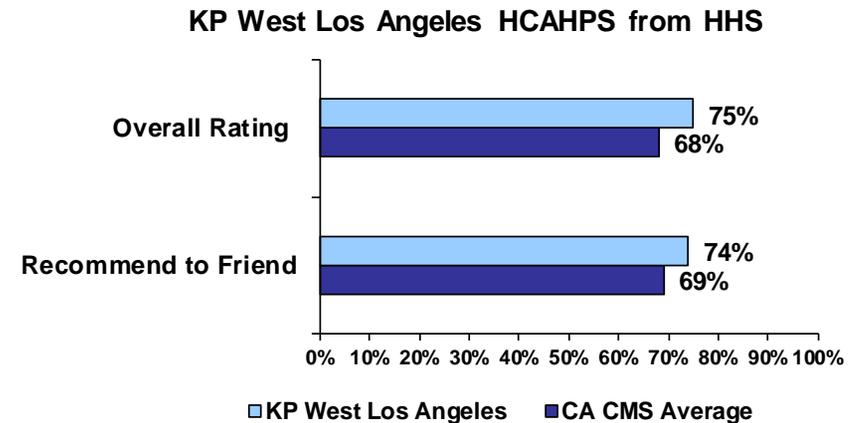
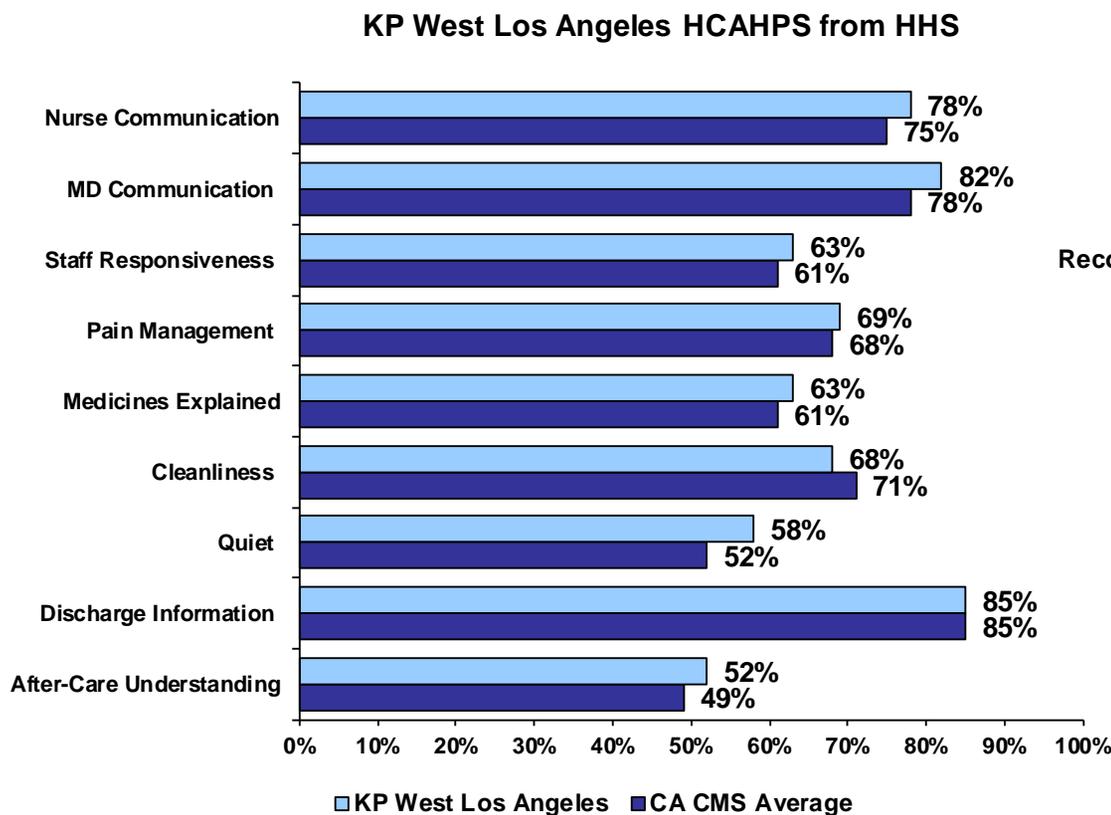
For a hospital comparison and details of the performance measures, visit: <http://www.leapfroggroup.org/cp>

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 West Los Angeles' performance; the second bar is the California average.

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



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/HC-AHPS-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
West Los Angeles

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)	West Los Angeles Average**
Prevalence of pressure ulcers*	2.88 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
West Los Angeles

West Los Angeles Medical Center currently provides comprehensive services including primary care and specialty services for more than 222,607 members throughout the West Los Angeles Area. The hospital has a full-service Emergency Department, Adult and Pediatric Urgent Care, inpatient and outpatient medical and surgical services, and laboratory, radiology and maternity services.

West Los Angeles is proud to partner with the Institute for Healthcare Improvement,¹ including focused improvements in the care of acute myocardial infarction, surgical site infection, ventilator-acquired pneumonia, central line-associated bloodstream infection, and medication safety. Building on these initiatives of patient safety the hospital has Highly Reliable Team projects in place in Surgical Services, Perinatal Services and Interventional Radiology. The focus of Kaiser Foundation Hospital West Los Angeles is preventing harm to patients while they are in the hospital.

The hospital leadership team actively participates in Patient Safety Rounds, where employees and patients are interviewed about their perception of quality, service and safety. In addition, the hospital has instituted a nursing staff hourly rounding program, a nursing knowledge exchange program, and post-discharge telephone calls to members.

West Los Angeles earned the designation of Center of Excellence in minimally invasive gynecology (COEMIG) in 2013.²

National Accreditation Program for Breast Centers (NAPBC) for Breast Care awarded West Los Angeles re-accreditation in 2014 for its Breast Care Program, which is a multidisciplinary approach to diagnosing and treating breast disease with an agreement with NAPBC to maintain a high level of clinical care.³

Baby-Friendly, USA recognized West Los Angeles as a baby-friendly hospital that offers an optimal level of care for infant feeding in April 2012.⁴

All of these quality and safety initiatives are part of the hospital's continuous commitment to improve the patient care experience. As West Los Angeles improves the quality of our environment and care, it continues to strive for increased satisfaction from members, staff, and physicians. The hospital actively participates in quality public reporting programs such as the CalQualityCare⁵ and The Leapfrog Group to improve patient safety and the quality of patient care.

1. <http://www.ihl.org/Pages/default.aspx>
2. <http://www.surgicalreview.org/coemig/>
3. <http://napbc-breast.org//index.html>
4. <http://www.babyfriendlyusa.org/>
5. <http://www.calqualitycare.org/>