



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. Woodland Hills Medical Center is proud to have earned the following recognitions:



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 September 19, 2015.

The Joint Commission Advanced Certification – Woodland Hills received Advanced Certification in Primary Stroke January 18, 2017.

Woodland Hills' Quality Report from The Joint Commission is available at:

<https://www.qualitycheck.org/quality-report/?bsnId=10198>

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 Woodland Hills’ 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	★★★★★	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.

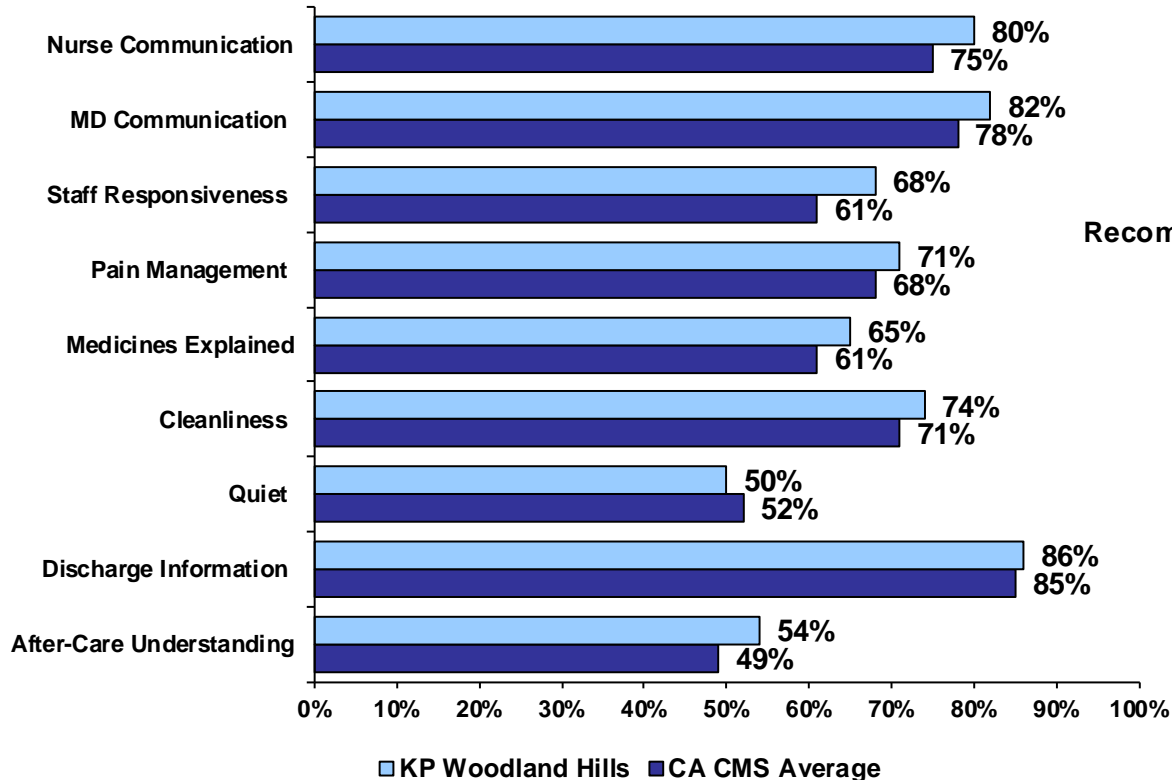
For a hospital comparison and details of the performance measures, visit: <http://www.leapfroggroup.org/cp>

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

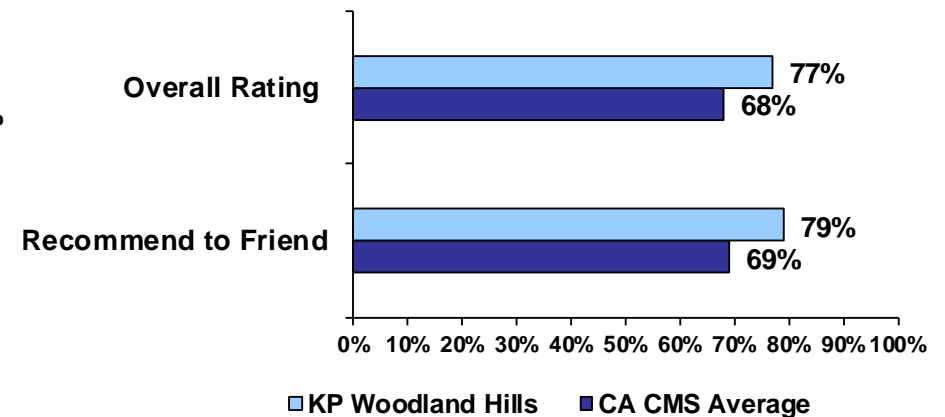
HCAHPS is a standardized, nationwide measure of patients' perspectives of their hospital care. Scores reflect the percentage of patients who answered "always" to seven composite questions and two environment questions and "yes" to a discharge information composite question as described below.

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

KP Woodland Hills 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>.



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)	Woodland Hills 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
Woodland Hills

The Woodland Hills Medical Center is part of an integrated health care delivery system that serves the community and approximately 239,000 Health Plan members throughout the San Fernando Valley and West Ventura. The Quality Management program includes the Acute Care Hospital, Home Health Services, and Ambulatory Care located at Woodland Hills, Erwin Street, Simi Valley, Thousand Oaks, and West Ventura Medical Offices. Woodland Hills Medical Center is fully accredited by The Joint Commission¹ and has achieved their "*Gold Seal of Approval*".

Woodland Hills Medical Center has received certification from The Joint Commission¹ as a primary stroke center and American Heart Association "*Get With the Guidelines*"² Gold Plus and Target Stroke Honor Roll awards in relation to stroke care.

Additionally, the Woodland Hills Medical Center is a certified *Baby Friendly Hospital*^β by World Health Organization (WHO) and the United Nations Children's Fund. Woodland Hills Medical Center opened a new, state of the art Labor & Delivery and Mother & Baby Care Suites in August of 2016.

Woodland Hills Medical Center has received a letter "A" grade from The Leapfrog Group⁴ every year since the initiation of the safety rating. In 2015, the U.S. News and World Report⁵ ranked Woodland Hills Medical Center as #27 in California and as #11 in the Los Angeles metropolitan area.

The Quality Department works closely with regional departments to facilitate processes and achieve strong outcome goals. The Quality Management program goals and objectives are reviewed and revised annually to meet the changing needs of our members. Participation in national quality programs allows the Woodland Hills Medical Center to compare ourselves to broad benchmarks and to improve processes based on this comparison. Comparison to national benchmarks promotes continuous quality improvement to meet quality goals and objectives.

Locally, a variety of quality systems, initiatives, and programs are in place to maintain and improve care, such as the Perinatal Patient Safety Program, Highly Reliable Surgical Team, Highly Reliable Team-Interventional Radiology, Medication Safety

Subcommittee, TeamSTEPPS, Member Advisory Council, Complaint and Grievance Task Force, reducing pressure ulcers and central blood stream infections in the hospital, Transitional Care Program, and a rapid response process. Woodland Hills Medical Center has also implemented a formal rapid improvement program to ensure that all areas of the medical center engage in performance improvement.

1. <http://www.jointcommission.org/>
2. www.qualitycheck.org/consumer/searchOCR.aspx
3. <http://www.babyfriendlyusa.org>
4. <http://www.leapfroggroup.org/cp>
5. <http://health.usnews.com/best-hospitals/area/ca/kaiser-permanente-woodland-hills-medical-center-6933915>