Quality at Kaiser Permanente in Southern California

Keeping you healthy is at the heart of everything we do. At Kaiser Permanente, you can count on the support of a team of health care professionals all working together to give you care that meets your needs. You also have a wide range of online and mobile resources to help you manage your health care and stay your healthiest.

A recognized leader

Here’s just some of the recognition we’ve received from independent organizations for the high quality of our care:

• For a record-setting 6th year in a row, we’re the only plan to achieve perfect scores in the California Office of the Patient Advocate’s Health Care Quality Report Card. In the 2014 edition of the HMO quality report card, Kaiser Permanente Northern and Southern California scored a perfect 4 stars for clinical quality.1 opa.ca.gov

• Kaiser Permanente Northern and Southern California were the top-rated health plans in California and ranked among the nation’s top 10, according to the National Committee for Quality Assurance (NCQA) Health Insurance Plan Rankings 2014-15 – Private.2 ncqa.org

• A “Top Performer” in California—Integrated Healthcare Association (IHA).3 iha.org

To learn more about our commitment to quality, please visit kp.org/quality.

Keeping quality as our goal

To make sure we continue improving our care, we’ve created groups to develop, manage, and evaluate our efforts. These groups include:

• The boards of directors of our health plan and hospitals
  These groups, which govern our quality improvement processes, make policies to guide the organization, set and monitor goals and performance, and choose leaders.

• Our Southern California Quality Committee (SCQC)
  Physicians and nonphysicians serve on this committee, which is sponsored by the assistant medical director for Quality, Risk Management, and Patient Safety of the Southern California Permanente Medical Group and by the health plan and hospitals’ senior vice president for Quality & Risk Management, Patient Care Services, and Clinical Operations Support. The SCQC sets priorities, evaluates and monitors quality-improvement programs, makes policy recommendations, and creates programs to address quality-of-care issues. The SCQC reports regularly to the boards of directors. At least once a year, the committee reviews and updates our quality-program description, program evaluation, and work plan.

How we monitor our progress

We participate in several independent reports on quality of care. These reports can give you a way to compare our performance to that of other health plans. For example, we report complete, audited information on the effectiveness of our care, including asthma- and diabetes-management measures, to NCQA’s Healthcare Effectiveness Data and Information Set (HEDIS®).4 We also participate in the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) program,5 which NCQA uses to measure member satisfaction.

(continues)
Improving quality and service

Each year we establish clinical and service goals to help us improve your health care. Our clinical goals include improving our members’ health in these key areas:

- Asthma treatment
- Cancer screening and prevention for breast cancer, cervical cancer, and colorectal cancer
- Cardiovascular health, including blood pressure, diabetes, and cholesterol management
- Depression treatment
- Osteoporosis management
- Patient safety

The service you get from us is an important part of your experience. Our goals in that area include:

- Making sure you find the right personal physician
- Giving you personalized care and service
- Making sure it’s easy to get the care you need

Progress in meeting annual goals

One of our goals each year is helping members with diabetes and hypertension bring their conditions under control. We continue to do better at this. We’ve also increased our screening rates for breast cancer and the number of children we immunize, and we’re improving our treatment of depression.

Patient safety

We care about your health and safety. We have many systems in place to help reduce the chance of errors. These include:

- Medication-safety programs
- Team training
- Effective communication techniques
- Reporting programs to help us identify areas where errors can occur

We’ve also found ways to identify which patient-safety practices are working best, then promote them throughout Kaiser Permanente.

We believe empowering members improves their safety and medical experience. Here are some of the ways you can be an active partner in your care:

- If you have any questions or concerns about your safety or care, speak with someone on your care team.
- If you don’t understand the responses to your questions, ask again until you do.
- Make sure you know all the medications you’re taking and why you’re taking them.
- Educate yourself about your diagnosis and any medical tests you’re taking.
- When you have an outpatient procedure or are hospitalized, ask a family member or friend to stay with you and be your support person.

Your physicians and other care team members

Our medical professionals are dedicated to providing compassionate, personalized care. They’re selected through a rigorous hiring process: In California, we hire only 1 in 10 doctors who apply. This helps ensure you’ll be cared for by skilled medical staff with whom you’ll want to build long-term relationships.

Once our practitioners join Kaiser Permanente, they get ongoing education in their specialties along with general patient care, including topics like:

- Cultural sensitivity
- New technology
- Thorough reviews of procedures we’ve found to be most effective in promoting quality care
Learn about your personal doctor online

You can learn more about your personal doctor and other clinicians, including their education and board certification, by visiting kp.org/mydoctor. If you haven’t already selected a personal doctor or would like to change your doctor, go to kp.org. There, you can activate your kp.org account, choose or change doctors, and connect to many other convenient tools and services.

Advancing research and technology

Our efforts to enhance your care don’t happen only at our medical offices and medical centers. Many improvements come directly from what we discover through research.

Our physicians and researchers have developed innovative programs and technologies that are used every day in hospitals and clinics across the country. Our research in important areas like colon cancer, osteoporosis, heart disease, and immunizations has led to new methods of screening and treatment for millions of people.

We’re also a leader in health information technology. From our robust electronic health record system to our mobile app, you and your care team have powerful tools to stay connected to your health.

Need additional information?

For more information about our quality program or if you have questions about your care or the care of a loved one, please contact the Member Services department at your local Kaiser Permanente facility.

Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.


2Out of 617 private plans ranked by the National Committee for Quality Assurance (NCQA) in its Health Insurance Plan Rankings 2014–15 – Private, the Northern California Region was ranked 2nd in California, and 8th in the nation. The Southern California Region was ranked highest in California, and 7th in the nation. Kaiser Permanente Northern California Region and Kaiser Permanente Southern California Region were the only California health plans ranked in the nation’s Top 20. View the full report at healthplanrankings.ncqa.org/2014/.

3The Southern California Permanente Medical Group was ranked among the top 25% of all California physician groups for its performance on a variety of quality measures, including preventive care, chronic care management, patient satisfaction, and the use of technology, by the Integrated Healthcare Association (IHA), a nonprofit organization that manages the nation’s largest pay-for-performance program for physicians.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).