At Kaiser Permanente, we participate in a number of independent reports on quality of care so our members and the public have reliable information to understand the quality of care we deliver, as well as to compare our performance to that of other health care organizations. Results from these reports are summarized below.

**From: The Joint Commission**

**Accreditation Status / Gold Seal of Approval™**

Hospitals that choose to be evaluated by The Joint Commission are demonstrating their commitment to providing the highest level of quality care to their patients. The Joint Commission’s standards are regarded as the most rigorous in the industry, and their Gold Seal of Approval requires compliance with state-of-the-art standards for quality, safety of care, and other accreditation requirements. John F. Kennedy Memorial Hospital has earned The Joint Commission's Gold Seal of Approval™.

The organization was last accredited on August 15, 2015.

John F. Kennedy’s Quality Report from The Joint Commission is available at:

https://www.qualitycheck.org/quality-report/?keyword=92201&bsnid=9871
From: The Leapfrog Hospital Quality and Safety Survey

The Leapfrog Group is a coalition of business, health care, and public organizations working to initiate breakthroughs or "leaps" in the safety and quality of health care in the United States. Leapfrog sponsors an annual survey to gather information from health care providers (including Kaiser Permanente) and to inform the public about aspects of medical care in hospitals. The following represents scores on the Leapfrog survey, submitted August 2016.

John F. Kennedy Memorial Hospital

<table>
<thead>
<tr>
<th>Inpatient Care Management</th>
<th>Medication Safety</th>
<th>Maternity Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steps to Avoid Harm</td>
<td>Managing Serious Errors</td>
<td>ICU MD Training</td>
</tr>
<tr>
<td>★★★★★</td>
<td>DEC</td>
<td>DEC</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>High Risk Surgery Care</th>
<th>Infections</th>
<th>Injuries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aortic Valve Replacements</td>
<td>Abdominal Aortic Aneurysm Repairs</td>
<td>Pancreatic Resections</td>
</tr>
<tr>
<td>DNA</td>
<td>DNA</td>
<td>DNA</td>
</tr>
</tbody>
</table>

The Leapfrog Group’s website offers hospital comparison searches: [http://www.leapfroggroup.org/cp](http://www.leapfroggroup.org/cp). The data is updated annually or more frequently from interim reports provided by the hospital. The site contains additional explanation and data on each measure, reached by clicking on the “i” symbol.

Components of the Patient Safety scores containing additional data are explained in detail on Leapfrog’s website: [http://www.hospitalsafetyscore.org/](http://www.hospitalsafetyscore.org/)

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<table>
<thead>
<tr>
<th>Kaiser Permanente Key</th>
<th>Progress Toward Meeting Leapfrog Standards</th>
<th>Leapfrog’s Website Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>★★★★★</td>
<td>Fully meets standards.</td>
<td></td>
</tr>
<tr>
<td>★★★★</td>
<td>Substantial progress.</td>
<td></td>
</tr>
<tr>
<td>★★</td>
<td>Some progress.</td>
<td></td>
</tr>
<tr>
<td>★</td>
<td>Willing to report.</td>
<td></td>
</tr>
<tr>
<td>DNA</td>
<td>This measure is not applicable to this hospital</td>
<td>DNA</td>
</tr>
<tr>
<td>UCS</td>
<td>Sample size too small to calculate score.</td>
<td></td>
</tr>
<tr>
<td>DEC</td>
<td>Declined to respond.</td>
<td></td>
</tr>
</tbody>
</table>

Measure Definitions

- **Steps to Avoid Harm** – Hospital-wide protocols and procedures are key to keeping patients safe from harm.
- **Managing Serious Errors** – Hospitals must be accountable for serious reportable events.
- **Appropriate Antibiotic Use in Hospitals** – Using antibiotics responsibly helps prevent the spread of antibiotic-resistant bacteria.
- **ICU Staffing** – Intensivists in hospital ICUs better manage and coordinate care.
- **Readmissions** – Patients should be discharged with a plan for home health and follow-up care to ensure they are not readmitted.
- **Doctor Ordered Medication with Computers** – Electronic prescribing system alert staff to potentially serious medication errors.
- **Safe Medication Administration** – Special bar coding technology can significantly prevent medication errors.
- **High Risk Treatments** – Hospitals with high volumes of specific high risk procedures, surgeries, or conditions, which often result in the best outcomes – a process known as evidence-based hospital referral.
MEASURING SERVICE QUALITY IN OUR HOSPITALS
Kaiser Permanente Plan Hospital, Southern California Region
John F. Kennedy Memorial Hospital

From: Consumer Assessment of Healthcare Providers and Systems Hospital Survey (Hospital CAHPS®) as reported by the Centers for Medicare & Medicaid Services (CMS)

The CAHPS Hospital Survey (HCAHPS) is the first national publicly reported standardized survey and data collection methodology for measuring all patients' perspectives of their hospital care. CMS posts quarterly updates on HHS’ website. Collection and reporting of data are voluntary.

The results below are from patients discharged between July 2015 and June 2016. Scores reflect the percentage of patients who answered “always” (not “usually”, “sometimes”, or “never”) to six composites and two individual “environment” questions and “yes” to the seventh “discharge information” composite. The composites and questions are described on the following page. Benchmark comparison numbers are determined by CMS and are based on all hospitals participating in California.

*Data from the Hospital Compare website. An overview and details can be found at: http://www.hospitalcompare.hhs.gov, or through a link on http://www.medicare.gov.*
Scores on the “overall rating” question below are based on a 0-10 scale, worst to best, and represent answers of **9 and 10**. Scores on the “recommend to friend” question are based on a 1-4 scale, ranging from “definitely no” to “definitely yes,” and reflect answers of “definitely yes.” Again, benchmark comparison numbers are determined by CMS and are based on all hospitals participating in California.

![Graph showing overall rating and recommend to friend scores for JFK Memorial HCAHPS from HHS compared to CA CMS Average.](image)

**HCAHPS Summary Star Rating:** **2**. 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](http://www.medicare.gov/hospitalcompare/About/HCAHPS-Star-Ratings.html)

**Descriptions of Questions**

The seven composites are composed of the following questions:

- **Nurse Communication** results are a composite of three questions asking how often nurses treated you with courtesy and respect, carefully listened to you, and explained things in a way you could understand.
- **MD Communication** results are a composite of three questions asking how often doctors treated you with courtesy and respect, carefully listened to you, and explained things in a way you could understand.
- **Staff Responsiveness** results are a composite of two questions asking how often you got help as soon as you needed it from nurses or other hospital staff in getting to the bathroom or using a bedpan and after pressing the call button.
- **Pain Management** results are a composite of two questions asking how often your pain was well controlled and if the staff did everything they could help with your pain.
- **Medicines Explained** results are a composite of two questions asking how often staff told you what a new medicine was for before giving it to you and how often the staff described possible side effects in a way you could understand.
- **Discharge Information** results are a composite of two questions asking if doctors, nurses, or other hospital staff talked with you about whether you would have the help you needed when you left the hospital.
- **Care Transition** results are a composite of three questions asking about your understanding of your after-care for when you leave the hospital.

Two individual questions on hospital environment:

- How often were your room and bathroom kept **clean**?
- How often was the area around your room **quiet** at night?

And two questions relating to overall evaluation:

- How do you rate the hospital **overall**?
- Would you **recommend** the hospital to a friend?