

# Quality and Safety Report

Contra Costa Regional Medical Center and Health Centers  
Joint Conference Committee

April 25, 2024



CONTRA COSTA  
HEALTH

# Quality Incentive Program

- Focus on quality: ambulatory care prevention, disease management and transitions in hospital care (NCQA, CMS measures)
- 2022 payment **\$168,839,000** potential earning similar for 2023
- 2023 **Performance Resilience Award** from DHCS in recognition of Top Performance Quality
- 2023 DHCS **Synergy Award** in recognition of outstanding performance towards the clinical goals of the Comprehensive Quality Strategy

# 2023 Performance Summary

Met Target (36)	Performed better than target (18)	Partially Met Target (2)	Did not meet Target (5)
<ul style="list-style-type: none"> <li>• Adult Immunization Status</li> <li>• Advance Care Plan</li> <li>• Asthma Medication Ratio</li> <li>• BMI Screening and Follow-Up</li> <li>• Breast Cancer Screening</li> <li>• Cardiovascular Statin Therapy</li> <li>• Child and Adolescent Well Visits – Equity</li> <li>• Childhood Immunization Status</li> <li>• Chlamydia Screening in Women</li> <li>• Colorectal Cancer Screening</li> <li>• Diabetes Care: Eye Exam (Retinal)</li> <li>• Diabetes Care: HbA1c Poor Control (&gt;9.0%)</li> <li>• Concurrent Use of Opioids and Benzo</li> <li>• Controlling Blood Pressure</li> <li>• Controlling Blood Pressure - Equity</li> <li>• CAD-ACE Inhibitor- Diabetes or HF</li> <li>• CAD Antiplatelet Therapy</li> <li>• Developmental Screening in the First 3 Years</li> <li>• Diabetes Kidney Health Evaluation</li> <li>• Exclusive Breast Milk Feeding (PC-05)</li> <li>• ACE Inhibitor Therapy for HF</li> <li>• HIV Screening</li> <li>• Imaging for Low Back Pain</li> <li>• Immunizations for Adolescents</li> <li>• VTE Prophylaxis</li> <li>• Postpartum Care</li> <li>• Postpartum Depression Screening &amp; F/U</li> <li>• Prenatal Depression Screening</li> <li>• Prenatal Immunization Status</li> <li>• CVC Related Bloodstream Infections</li> <li>• Tobacco Use Screening &amp; Cessation</li> <li>• Screening for Depression and follow-up</li> <li>• Medication Reconciliation Post Discharge</li> <li>• High Dose Opioids in Persons without Cancer</li> <li>• Weight Assessment &amp; Counseling for children</li> <li>• Well-Child Visits in the First 30 Months of Life</li> </ul>	<ul style="list-style-type: none"> <li>• Asthma Medication Ratio</li> <li>• Cardiovascular Statin Therapy</li> <li>• Child and Adolescent Well Visits – Equity</li> <li>• Childhood Immunization Status</li> <li>• Chlamydia Screening in Women</li> <li>• Colorectal Cancer Screening</li> <li>• Diabetes Care: Eye Exam (Retinal)</li> <li>• Controlling Blood Pressure</li> <li>• Controlling Blood Pressure - Equity</li> <li>• CAD-ACE Inhibitor- Diabetes or HF</li> <li>• CAD-Antiplatelet Therapy</li> <li>• Developmental Screening in the First 3 Years</li> <li>• Imaging for Low Back Pain</li> <li>• Immunizations for Adolescents</li> <li>• Postpartum Care</li> <li>• Tobacco Use Screening &amp; Cessation</li> <li>• Screening for Depression and follow-up</li> <li>• Well-Child Visits in the First 30 Months of Life</li> </ul>	<ul style="list-style-type: none"> <li>• Lead Screening</li> <li>• Prenatal Depression Follow up</li> </ul>	<ul style="list-style-type: none"> <li>• Child and Adolescent Well-Care Visits</li> <li>• Prenatal Care</li> <li>• Cervical Cancer Screening</li> <li>• Influenza Immunization</li> <li>• Cesarean Birth</li> </ul>

# CMS Star Rating Hospital Comparison

Hospital	CMS Overall Star Ratings
Highland Hospital	★
Kaiser Foundation Hospital -Oakland/Richmond	★ ★
Zuckerberg San Francisco General Hospital and Trauma Center	★ ★
Santa Clara Valley Medical Center	★ ★
Natividad Medical Center	★ ★ ★
Contra Costa Regional Medical Center	★ ★ ★ ★
Sutter Delta Medical Center	★ ★ ★ ★
John Muir Medical Center -Walnut Creek Campus	★ ★ ★ ★
John Muir Medical Center -Concord Campus	★ ★ ★ ★ ★
Marin General Hospital	★ ★ ★ ★ ★
Kaiser Foundation Hospital -Vallejo	★ ★ ★ ★ ★

# CMS 5 Star Hospitals

Hospital	CMS Overall Star Ratings
<b>John Muir Medical Center -Concord Campus</b>	<p data-bbox="1589 429 1854 458"><u>Overall star rating</u></p> <p data-bbox="1589 486 1854 529">★★★★★</p> <p data-bbox="1589 586 1900 615"><u>Patient survey rating</u></p> <p data-bbox="1589 644 1854 686">★★★☆☆</p>
<b>Marin General Hospital</b>	<p data-bbox="1589 722 1854 751"><u>Overall star rating</u></p> <p data-bbox="1589 779 1854 822">★★★★★</p> <p data-bbox="1589 879 1900 908"><u>Patient survey rating</u></p> <p data-bbox="1589 936 1854 979">★★★☆☆</p>
<b>Kaiser Foundation Hospital -Vallejo</b>	<p data-bbox="1589 1022 1854 1051"><u>Overall star rating</u></p> <p data-bbox="1589 1079 1888 1122">★★★★★ <sup>17</sup></p> <p data-bbox="1589 1179 1900 1208"><u>Patient survey rating</u></p> <p data-bbox="1589 1236 1854 1279">★★★☆☆</p>

# CMS 4 Star Hospitals

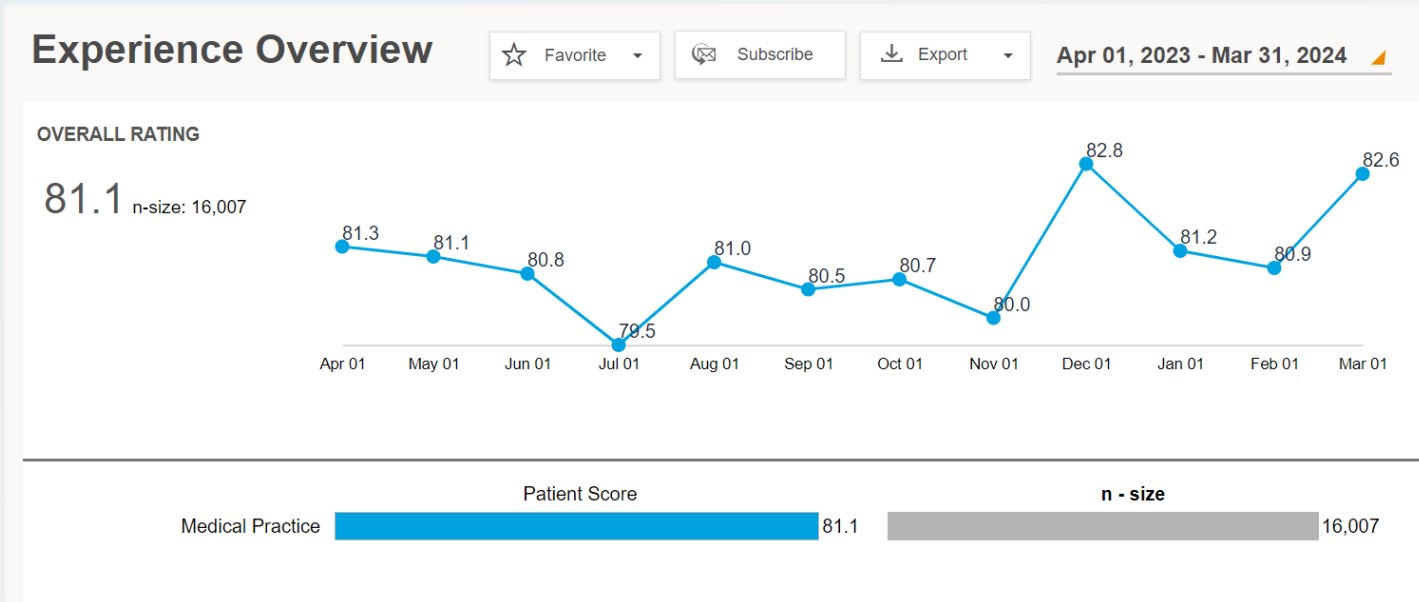
Hospital	CMS Overall Star Ratings
<b>Contra Costa Regional Medical Center</b>	<p data-bbox="1582 334 1849 368"><u>Overall star rating</u></p> <p data-bbox="1582 396 1849 445">★★★★☆</p> <p data-bbox="1582 511 1895 545"><u>Patient survey rating</u></p> <p data-bbox="1582 574 1849 622">★★★☆☆</p>
<b>Sutter Delta Medical Center</b>	<p data-bbox="1582 664 1849 698"><u>Overall star rating</u></p> <p data-bbox="1582 726 1849 775">★★★★☆</p> <p data-bbox="1582 841 1895 875"><u>Patient survey rating</u></p> <p data-bbox="1582 903 1849 952">★★☆☆☆</p>
<b>John Muir Medical Center -Walnut Creek Campus</b>	<p data-bbox="1582 1001 1849 1035"><u>Overall star rating</u></p> <p data-bbox="1582 1063 1849 1112">★★★★☆</p> <p data-bbox="1582 1178 1895 1212"><u>Patient survey rating</u></p> <p data-bbox="1582 1240 1849 1289">★★★☆☆</p>

# CMS 3 Star and Below Hospitals

Hospital	CMS Overall Star Ratings
Highland Hospital	<p>Overall star rating ★☆☆☆☆</p> <p>Patient survey rating ★★☆☆☆</p>
Kaiser Foundation Hospital -Oakland/Richmond	<p>Overall star rating ★★☆☆☆</p> <p>Patient survey rating ★★★☆☆</p>
Zuckerberg San Francisco General Hospital and Trauma Center	<p>Overall star rating ★★☆☆☆</p> <p>Patient survey rating ★★★☆☆</p>
Santa Clara Valley Medical Center	<p>Overall star rating ★★☆☆☆</p> <p>Patient survey rating ★★★☆☆</p>
Natividad Medical Center	<p>Overall star rating ★★★☆☆</p> <p>Patient survey rating ★★☆☆☆</p>

# Hospital and Provider Rating

## Provider Rating



- 2024 Goal 82% top box rating (4-5)
- March 2024 above goal

## Hospital Rating

Overall	Picker Dimensions	Improvement Planning	Benchmarks		Calendar Year		Inpatient		
			NRC 85th Percentile*	NRC 90th Percentile	Current YTD	Prior Year	Qtr 1 2024†	Qtr 4 2023	Qtr 3 2023
Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?			83.4%	85.8%	71.8% PR=43	81.0% PR=78	71.8%	83.3%	76.9%

- 2024 Goal 85.8% top box rating (9-10)
- Q124 below goal, 92% respondents rate CCRMC 8-10



# 2024 QAPI Priority Projects 1Q24 Performance

Area	Project	2023 performance	2024 target	Meeting Goal?
Hospital	Fall reduction	0.7/100 Count:113	<0.5/100 Count: 107	Count: 33
	HAPI	0.23/1000	Count: 0	Count: 0
	Sepsis bundle compliance (1-hr): Serum lactate 1hr Arrival Antibiotic infusion 1hr dx	NA	95% 95%	LA 75% Abx 22%
ICU	Decrease the code blue outside of the critical care unit( except ED)	5	50% reduction	Count - 2
ED	LWBS After Triage (AT)	4.0%	<=3.5%	3.7%
	ED restraints compliance	89%	95% +	87.3%
Psychiatry	PES to Inpatient Psych admit Turnaround Times	343 Median Minutes	<= 320	246
	% of PES visits w/ LOS 24+ hrs	36%	<=25%	25.1%
	IP Psych Metabolic screening rate for Pts on 1+ Antipsychotic	86.2% (as of 6/30/23)	89% +	N/A - (IP Psych CM data- most recent is thru 9/30/23)

Area	Project	2023 performance	2024 target	Meeting Goal?
Perinatal units	Pre-eclampsia/eclampsia w/severe features reduction	6.7%	6%	5.3% (11/23-1/24)
	Hemorrhage reduction (without transfusion)	11.2%	6%	11.2% (11/23-1/24)
	C-section rate African American women (primary)	23.4%	22%	23.1% (Jan, Feb24)
Peri-op	SSI reduction abdominal surgery (colorectal, small bowel, abdominal hysterectomies)	COLO 1; SB 0; HYST 1	Count <=1 or SIR <=1.0	0 COLO, 0 SB, 0 HYST
	Preventing respiratory failure (PSI-11)	1	Count <=1	0
	Reducing wound dehiscence (PSI-14)	0	Count <=1	0
Ambulatory	Health Home Team (2023: Avg. Message Thread Resolution Time in business hours)	2023: 83 bus hours	72 bus hrs	66 bus hrs
	Healthy Aging: fall risk screening	N/A	50%	TBD
	QIP: Cervical cancer screening rates	62.8%	63.1%	62.1%
	Peds: Pediatric No-Show Rates for Ages 0-17 scheduled in Peds & Fam Med Dept.	18.6%	17%	16.5%
	Access: third next available Primary Care (adult, peds, family medicine)	TBD	<14 days	17,23,10.5