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)
• Adult Immunization Status • Advance Care Plan • Asthma Medication Ratio • BMI Screening and Follow-Up • Breast Cancer Screening • Cardiovascular Statin Therapy • Child and Adolescent Well Visits – Equity • Childhood Immunization Status • Chlamydia Screening in Women • Colorectal Cancer Screening • Diabetes Care: Eye Exam (Retinal) • Diabetes Care: HbA1c Poor Control (>9.0%) • Concurrent Use of Opioids and Benzo • Controlling Blood Pressure • Controlling Blood Pressure - Equity • CAD-ACE Inhibitor- Diabetes or HF • CAD Antiplatelet Therapy • Developmental Screening in the First 3 Years • Diabetes Kidney Health Evaluation • Exclusive Breast Milk Feeding (PC-05) • ACE Inhibitor Therapy for HF • HIV Screening • Imaging for Low Back Pain • Immunizations for Adolescents • VTE Prophylaxis • Postpartum Care • Postpartum Depression Screening & F/U • Prenatal Depression Screening • Prenatal Immunization Status • CVC Related Bloodstream Infections • Tobacco Use Screening & Cessation • Screening for Depression and follow-up • Medication Reconciliation Post Discharge • High Dose Opioids in Persons without Cancer • Weight Assessment & Counseling for children • Well-Child Visits in the First 30 Months of Life	• Asthma Medication Ratio • Cardiovascular Statin Therapy • Child and Adolescent Well Visits – Equity • Childhood Immunization Status • Chlamydia Screening in Women • Colorectal Cancer Screening • Diabetes Care: Eye Exam (Retinal) • Controlling Blood Pressure • Controlling Blood Pressure - Equity • CAD-ACE Inhibitor- Diabetes or HF • CAD-Antiplatelet Therapy • Developmental Screening in the First 3 Years • Imaging for Low Back Pain • Immunizations for Adolescents • Postpartum Care • Tobacco Use Screening & Cessation • Screening for Depression and follow-up • Well-Child Visits in the First 30 Months of Life	• Lead Screening • Prenatal Depression Follow up	• Child and Adolescent Well-Care Visits • Prenatal Care • Cervical Cancer Screening • Influenza Immunization • Cesarean Birth

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	★★★★★

Source: Medicare.gov

CMS 5 Star Hospitals

Hospital	CMS Overall Star Ratings
John Muir Medical Center -Concord Campus	Overall star rating ★★★★★ Patient survey rating ★★★☆☆
Marin General Hospital	Overall star rating ★★★★★ Patient survey rating ★★★☆☆
Kaiser Foundation Hospital -Vallejo	Overall star rating ★★★★★ 17 Patient survey rating ★★★☆☆

CMS 4 Star Hospitals

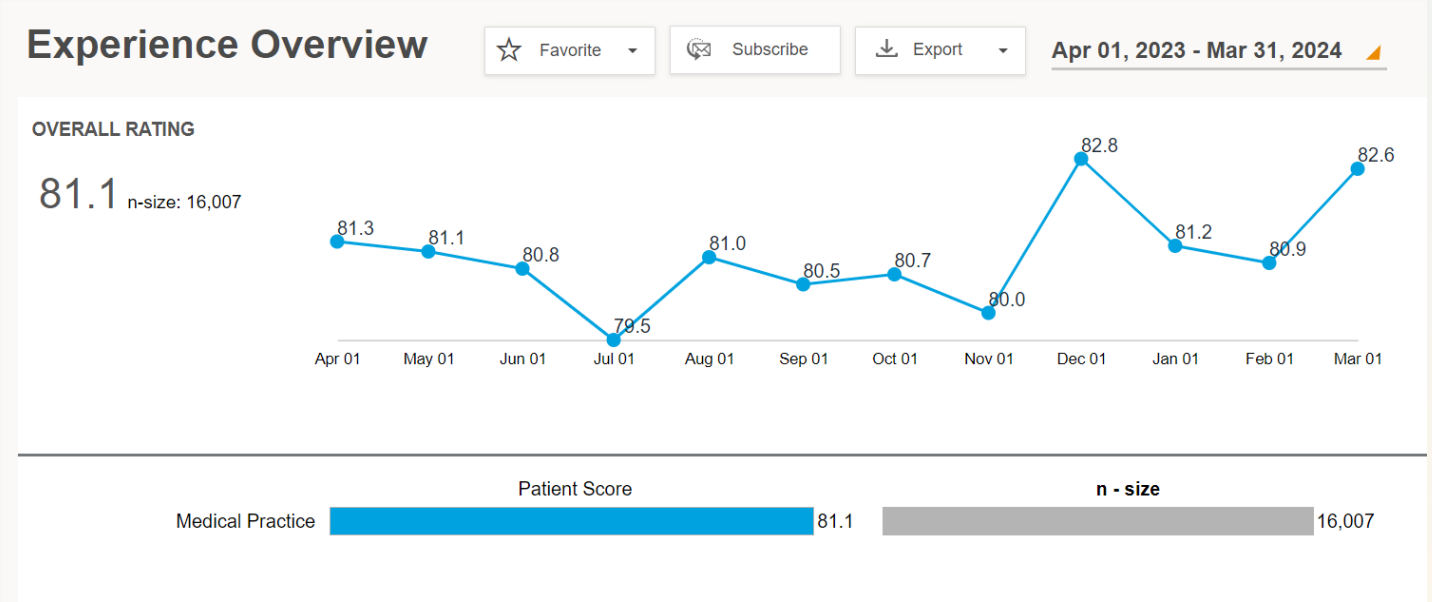
Hospital	CMS Overall Star Ratings
Contra Costa Regional Medical Center	Overall star rating ★★★★☆ Patient survey rating ★★★☆☆
Sutter Delta Medical Center	Overall star rating ★★★★☆ Patient survey rating ★★☆☆☆
John Muir Medical Center -Walnut Creek Campus	Overall star rating ★★★★☆ Patient survey rating ★★★☆☆

CMS 3 Star and Below Hospitals

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

Hospital and Provider Rating

Provider Rating



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

- March 2024 above goal

Hospital Rating

	Picker Dimensions	Improvement Planning	Benchmarks		Calendar Year		Inpatient		
Overall			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