
Chinese Hospital Performance Improvement

Executive Summary

This table represents a high-level assessment of key performance indicators from Fiscal Year 2017.

NATIONAL AND CALIFORNIA STAGES

- San Francisco Chinese Hospital is the only non-profit Chinese hospital in the United States.
- Achieved the renewal of The Joint Commission (TJC) accreditation licensure.
- Received a Letter Grade “A” in the Year 2017 Leapfrog Hospital Survey, a performance based report that evaluate a hospitals’ ability to prevent errors, injuries, accidents, and infections, and assesses the hospital safety, quality, and efficiency based on national performance measures.

Outstanding Performance

- The Food and Nutrition Service Department received a score of 100 and the Award of Excellence from the City and County of San Francisco Department of Public Health that exemplifies high standards of food safety.
- Patient fall rates were consistently below 2.5% for the entire year of 2017.
- Inpatient surgical procedures SSI rate for year 2017 was 0% where the national rate was 1.46% in 2016.
- Hospital-acquired C-diff rate per 1000 patient days (3.53%), where 7.19% was the average in 2016.
- The number of Inpatient peripherally/Percutaneously Inserted Central Catheter (PICC) and Central Line Catheter infection was zero and one in 2017 and 2016, respectively.
- Press Ganey Patient Satisfaction Survey showed that patients rated the temperature of food “Very Good” was 37.5% and quality of food “Very Good” was 36%. Both metrics improved from 2016.

Accomplishments

- Hospital Diversion Rate reduced to 2% in 2017 from 25% in 2016 while most San Francisco hospitals had diversion rates above 10%.
- Chinese Hospital New Patient Tower received the Award of Merit from ENR California Best Projects.
- Chinese Hospital received 4 stars on the overall hospital rating from CMS. Star ratings reflect HCAHPS surveys competed between July 1, 2016 and June 30, 2017. A total 3,466 hospitals nationwide surveyed and 1,177 received four stars.
- Chinese Hospital’s Palliative Care Program was started in 2013, and has received on average 177 consults in 2017.
- Chinese Hospital’s Pharmacy successfully achieved an 81% compliance rate in barcode medication administration, where the goal was set for 80% compliance. Furthermore, the Pharmacy Department achieved highest level of compliance to USP 800, Department of Public Health and Board of Pharmacy standards in sterile compounding.

Striving to Improve

- Adherence to sepsis management guidelines to decrease mortality and length of stay.
- Focus on improving patient flow (patient experience) throughout the organization.
- Improve HCAHPS or Hospital Consumer Assessment of Healthcare Providers and Systems (patient satisfaction scores reported by Centers for Medicare and Medicaid Services or CMS).
- Establish initiatives to prevent opioid misuse, which can enhance patient outcomes.
- Minimize surgical supply variation to prevent waste in supply chain and improve efficacy as well as patient outcome.
- Enhance revenue integrity program, which will improve financial results and provide revenue stability.
- Implementation of eye care, and Center for diabetes prevention & management.