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## Chinese Hospital Performance Improvement

### Executive Summary

This table represents a high level assessment of key performance indicators reported to Medical Executive Committee (MEC) and Board of Trustees for work completed from Year 2020-Present.

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#### NATIONAL AND CALIFORNIA STAGES

- San Francisco Chinese Hospital, an independent, community owned hospital in the United States since 1925
- Received 4 stars on the overall hospital rating from CMS (only one of two healthcare organizations with a 4 star rating in San Francisco) 2023
- Achieved the renewal of The Joint Commission (TJC) accreditation licensure 2021-2024
- Achieved advanced certification as a Primary Stroke Center from The Joint Commission 2022-2024
- CDPH Hepatitis B Demonstration Projects Award recipient 2023-2025
- Recipient of the California Bridge Program for Substance Use Navigation
- Recognized by the Lown Institute in 2021 as Inclusive, with the letter grade A (ranked #42 in the nation and #5 in the State)
- Awarded California Department of Public Health Healthcare-Associated Infection Antimicrobial Stewardship Honor Roll 2020
- U.S. News ranked Chinese Hospital with high performance in pneumonia care, significantly better than national average in 2022-2023

#### Outstanding Performance

- Patient fall rates were consistently below national benchmark of 3.14 per 1000 patient days in Years 2020 and 2021. In Year 2022, patient fall rate was 3.77 per 1000 patient days.
- Inpatient surgical procedures SSI rate for Year 2020 was 0.39%, Year 2021 was 0.38% and Year 2022 was 1.12%, compared to national rate of 1.46%.
- Hospital-acquired C-diff rate per 1000 patient days in Year 2020 was 0.11%, Year 2021 (0.31%) and Year 2022 (0.17%); whereas, 3.53% was the average in Year 2017.
- Zero Inpatient peripherally/Percutaneously Inserted Central Catheter (PICC) and Central Line Catheter infections from Year 2020 - 2022.
- Zero Methicillin-resistant Staphylococcus Aureus (MRSA), Vancomycin Resistant Enterococcus (VRE) and Ventilator-associated pneumonia (VAP) infections from Year 2020-2022.
- Readmission rate (30-day) at 8.71% and overall complication rate at 2.05% in Year 2022.
- Average mortality rate (observed/expected) is 0.95 in Year 2022.

#### Accomplishments

- Hospital Diversion Rate is less than 0.3% from February 2022 to February 2023 while most San Francisco hospitals had diversion rates between 1% to 24.4%.

- Hospital's adherence to sepsis management guidelines (bundle compliance) increased to 78% for Year 2022, a steady improvement from 63% for Year 2019
  - Increase in volume of sepsis cases due to increased awareness; better identification and screening of sepsis early 100% of the time. Hospital detection rate is 4.3 times more than cohort (top quartile of hospitals).
  - Increasing trend of COVID morbid SEP-1 deaths, consistent with the increasing mortality rate in Yr 2022
  - LOS: Longer average LOS showed a favorably lower readmission rate
  - Readmission rate trending downward starting from Yr 2020 to Yr 2022
- Over 60,000 doses of COVID vaccines provided in the community through clinics and mobile vaccination teams
- Over 50,000 COVID tests performed onsite and in the community through clinics and mobile testing teams

#### Palliative Care

- The Palliative Care Program was started in 2013, with a steady increase in palliative care consultations. In Year 2020 there were 234 consultations, Year 2021 there were 174 consultations, and Q1 2023 there were 55 consultations.

#### Pharmacy

- CDPH Antimicrobial Stewardship Program Honor Roll Member – Bronze Status since 2020

#### Striving to Improve

- Improve HCAHPS or Hospital Consumer Assessment of Healthcare Providers and Systems (patient satisfaction scores reported by Centers for Medicare and Medicaid Services or CMS)
- 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
- Access to subacute care for San Francisco residents
- Address health disparities and improve healthcare equity and access in San Francisco