

Hospital Equity Measures Report

General Information

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|---|---|
| Report Type: | Hospital Equity Measures Report |
| Year: | 2024 |
| Hospital Name: | DOCTORS HOSPITAL OF RIVERSIDE |
| Facility Type: | General Acute Care Hospital |
| Hospital HCAI ID: | 106331293 |
| Report Period: | 1/1/2024 - 12/31/2024 |
| Status: | Submitted |
| Due Date: | 11/29/2025 |
| Last Updated: | 11/28/2025 |
| Hospital Location with Clean Water and Air: | N |
| Hospital Web Address for Equity Report: | https://www.ahmchealth.com/dhr/ |

Overview

Assembly Bill No. 1204 requires the Department of Health Care Access and Information (HCAI) to develop and administer a Hospital Equity Measures Reporting Program to collect and post summaries of key hospital performance and patient outcome data regarding sociodemographic information, including but not limited to age, sex, race/ethnicity, payor type, language, disability status, and sexual orientation and gender identity.

Hospitals (general acute, children's, and acute psychiatric) and hospital systems are required to annually submit their reports to HCAI. These reports contain summaries of each measure, the top 10 disparities, and the equity plans to address the identified disparities. HCAI is required to maintain a link on the HCAI website that provides access to the content of hospital equity measures reports and equity plans to the public. All submitted hospitals are required to post their reports on their websites, as well.

Laws and Regulations

For more information on Assembly Bill No. 1204, please visit the following link by copying and pasting the URL into your web browser:

https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=202120220AB1204

Hospital Equity Measures

Joint Commission Accreditation

General acute care hospitals are required to report three structural measures based on the Commission Accreditation's Health Care Disparities Reduction and Patient-Centered Communication Accreditation Standards. For more information on these measures, please visit the following link by copying and pasting the URL into your web browser:

<https://www.jointcommission.org/standards/r3-report/r3-report-issue-36-new-requirements-to-reduce-health-care-disparities/>

The first two structural measures are scored as "yes" or "no"; the third structural measure comprises the percentages of patients by five categories of preferred languages spoken, in addition to one other/unknown language category.

Designate an individual to lead hospital health equity activities (Y = Yes, N = No).

Y

Provide documentation of policy prohibiting discrimination (Y = Yes, N = No).

Y

Number of patients that were asked their preferred language, five defined categories and one other/unknown languages category.

59957

Table 1. Summary of preferred languages reported by patients.

| Languages | Number of patients who report preferring language | Total number of patients | Percentage of total patients who report preferring language (%) |
|----------------------------------|---|--------------------------|---|
| English Language | 47786 | 59957 | 79.7 |
| Spanish Language | 11651 | 59957 | 19.4 |
| Asian Pacific Islander Languages | 96 | 59957 | 0.2 |
| Middle Eastern Languages | 60 | 59957 | 0.1 |
| American Sign Language | 2 | 59957 | 0.0 |
| Other Languages | 362 | 59957 | 6 |

Centers for Medicare & Medicaid Services (CMS) Hospital Commitment to Health Equity Structural (HCHE) Measure

There are five domains that make up the CMS Hospital Commitment to HCHE measures. Each domain is scored as "yes" or "no." In order to score "yes," a general acute care hospital is required to confirm all the domain's attestations. Lack of one or more of the attestations results in a score of "no." For more information on the CMS Hospital Commitment to HCHE measures, please visit the following link by copying and pasting the URL into your web browser:

<https://data.cms.gov/provider-data/topics/hospitals/health-equity>

Centers for Medicare & Medicaid Services (CMS) Hospital Commitment to Health Equity Structural (HCHE) Measure Domain 1: Strategic Planning (Yes/No)

- Our hospital strategic plan identifies priority populations who currently experience health disparities.
- Our hospital strategic plan identifies healthcare equity goals and discrete action steps to achieve these goals.
- Our hospital strategic plan outlines specific resources that have been dedicated to achieving our equity goals.
- Our hospital strategic plan describes our approach for engaging key stakeholders, such as community-based organizations.

Y

CMS HCHE Measure Domain 2: Data Collection (Yes/No)

- Our hospital strategic plan identifies healthcare equity goals and discrete action steps to achieve these goals.
- Our hospital has training for staff in culturally sensitive collection of demographics and/or social determinant of health information.

- Our hospital inputs demographic and/or social determinant of health information collected from patients into structured, interoperable data elements using a certified electronic health record (EHR) technology.

Y

CMS HCHE Measure Domain 3: Data Analysis (Yes/No)

- Our hospital stratifies key performance indicators by demographic and/or social determinants of health variables to identify equity gaps and includes this information in hospital performance dashboards.

Y

CMS HCHE Measure Domain 4: Quality Improvement (Yes/No)

- Our hospital participates in local, regional or national quality improvement activities focused on reducing health disparities.

Y

CMS HCHE Measure Domain 5: Leadership Engagement (Yes/No)

- Our hospital senior leadership, including chief executives and the entire hospital board of trustees, annually reviews our strategic plan for achieving health equity.
- Our hospital senior leadership, including chief executives and the entire hospital board of trustees, annually review key performance indicators stratified by demographic and/or social factors.

Y

Centers for Medicare & Medicaid Services (CMS) Social Drivers of Health (SDOH)

General acute care hospitals are required to report on rates of screenings and intervention rates among patients above 18 years old for five health related social needs (HRSN), which are food insecurity, housing instability, transportation problems, utility difficulties, and interpersonal safety. These rates are reported separately as being screened as positive for any of the five HRSNs, positive for each individual HRSN, and the intervention rate for each positively screened HRSN. For more information on the CMS SDOH, please visit the following link by copying and pasting the URL into your web browser:

<https://www.cms.gov/priorities/innovation/key-concepts/social-drivers-health-and-health-related-social-needs>

Number of patients admitted to an inpatient hospital stay who are 18 years or older on the date of admission and are screened for all of the five HRSN

1287

Total number of patients who are admitted to a hospital inpatient stay and who are 18 years or older on the date of admission

4817

Rate of patients admitted for an inpatient hospital stay who are 18 years or older on the date of admission, were screened for an HRSN, and who screened positive for one or more of the HRSNs

10.5

Table 2. Positive screening rates and intervention rates for the five Health Related Social Needs of the Centers of Medicare & Medicaid Services (CMS) Social Drivers of Health (SDOH).

| Social Driver of Health | Number of positive screenings | Rate of positive screenings (%) | Number of positive screenings who received intervention | Rate of positive screenings who received intervention (%) |
|-------------------------|-------------------------------|---------------------------------|---|---|
| Food Insecurity | 33 | 2.6 | 33 | 2.6 |
| Housing Instability | 48 | 3.7 | 48 | 3.7 |
| Transportation Problems | 24 | 1.9 | 24 | 1.9 |
| Utility Difficulties | 11 | 0.9 | 11 | 0.9 |
| Interpersonal Safety | 19 | 1.5 | 19 | 1.5 |

Core Quality Measures for General Acute Care Hospitals

There are two quality measures from the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. For more information on the HCAHPS survey, please visit the following link by copying and pasting the URL into your web browser:
<https://hcahpsonline.org/en/survey-instruments/>

Patient Recommends Hospital

The first HCAHPS quality measure is the percentage of patients who would recommend the hospital to friends and family. For this measure, general acute care hospitals provide the percentage of patient respondents who responded "probably yes" or "definitely yes" to whether they would recommend the hospital, the percentage of the people who responded to the survey (i.e., the response rate), and the inputs for the percentages. The percentages and inputs are stratified by race and/or ethnicity, non-maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity. The corresponding HCAHPS question number is 19.

Number of respondents who replied "probably yes" or "definitely yes" to HCAHPS Question 19, "Would you recommend this hospital to your friends and family?"

320

Total number of respondents to HCAHPS Question 19

526

Percentage of total respondents who responded "probably yes" or "definitely yes" to HCAHPS Question 19

89.9

Total number of people surveyed on HCAHPS Question 19

3236

Response rate, or the percentage of people who responded to HCAHPS Question 19

11

Table 3. Patient recommends hospital by race and/or ethnicity, non-maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity.

| Race and/or Ethnicity | Number of "probably yes" or "definitely yes" responses | Total number of responses | Percent of "probably yes" or "definitely yes" responses (%) | Total number of patients surveyed | Response rate of patients surveyed (%) |
|--|--|---------------------------|---|-----------------------------------|--|
| American Indian or Alaska Native | | | | | |
| Asian | | | | | |
| Black or African American | | | | | |
| Hispanic or Latino | | | | | |
| Middle Eastern or North African | | | | | |
| Multiracial and/or Multiethnic (two or more races) | | | | | |
| Native Hawaiian or Pacific Islander | | | | | |
| White | | | | | |

| Age | Number of "probably yes" or "definitely yes" responses | Total number of responses | Percent of "probably yes" or "definitely yes" responses (%) | Total number of patients surveyed | Response rate of patients surveyed (%) |
|------------------------|--|---------------------------|---|-----------------------------------|--|
| Age < 18 | | | | | |
| Age 18 to 34 | | | | | |
| Age 35 to 49 | | | | | |
| Age 50 to 64 | | | | | |
| Age 65 Years and Older | | | | | |

| Sex assigned at birth | Number of "probably yes" or "definitely yes" responses | Total number of responses | Percent of "probably yes" or "definitely yes" responses (%) | Total number of patients surveyed | Response rate of patients surveyed (%) |
|-----------------------|--|---------------------------|---|-----------------------------------|--|
| Female | | | | | |
| Male | | | | | |
| Unknown | | | | | |

| Payer Type | Number of "probably yes" or "definitely yes" responses | Total number of responses | Percent of "probably yes" or "definitely yes" responses (%) | Total number of patients surveyed | Response rate of patients surveyed (%) |
|------------|--|---------------------------|---|-----------------------------------|--|
| Medicare | | | | | |
| Medicaid | | | | | |
| Private | | | | | |
| Self-Pay | | | | | |
| Other | | | | | |

| Preferred Language | Number of "probably yes" or "definitely yes" responses | Total number of responses | Percent of "probably yes" or "definitely yes" responses (%) | Total number of patients surveyed | Response rate of patients surveyed (%) |
|----------------------------------|--|---------------------------|---|-----------------------------------|--|
| English Language | | | | | |
| Spanish Language | | | | | |
| Asian Pacific Islander Languages | | | | | |
| Middle Eastern Languages | | | | | |
| American Sign Language | | | | | |
| Other/Unknown Languages | | | | | |

| Disability Status | Number of "probably yes" or "definitely yes" responses | Total number of responses | Percent of "probably yes" or "definitely yes" responses (%) | Total number of patients surveyed | Response rate of patients surveyed (%) |
|--------------------------------------|--|---------------------------|---|-----------------------------------|--|
| Does not have a disability | | | | | |
| Has a mobility disability | | | | | |
| Has a cognition disability | | | | | |
| Has a hearing disability | | | | | |
| Has a vision disability | | | | | |
| Has a self-care disability | | | | | |
| Has an independent living disability | | | | | |

| Sexual Orientation | Number of "probably yes" or "definitely yes" responses | Total number of responses | Percent of "probably yes" or "definitely yes" responses (%) | Total number of patients surveyed | Response rate of patients surveyed (%) |
|----------------------------|--|---------------------------|---|-----------------------------------|--|
| Lesbian, gay or homosexual | | | | | |
| Straight or heterosexual | | | | | |
| Bisexual | | | | | |
| Something else | | | | | |
| Don't know | | | | | |
| Not disclosed | | | | | |

| Gender Identity | Number of "probably yes" or "definitely yes" responses | Total number of responses | Percent of "probably yes" or "definitely yes" responses (%) | Total number of patients surveyed | Response rate of patients surveyed (%) |
|---|--|---------------------------|---|-----------------------------------|--|
| Female | | | | | |
| Female-to-male (FTM)/transgender male/trans man | | | | | |
| Male | | | | | |
| Male-to-female (MTF)/transgender female/trans | | | | | |
| Non-conforming gender | | | | | |
| Additional gender category or other | | | | | |
| Not disclosed | | | | | |

Patient Received Information in Writing

The second HCAHPS quality measure is the percentage of patients who reported receiving information in writing on symptoms and health problems to look out for after leaving the hospital. General acute care hospitals are required to provide the percentage of patient respondents who responded "yes" to being provided written information, the percentage of the people who responded to the survey (i.e., the response rate), and the inputs for these percentages. These percentages and inputs are stratified by race and/or ethnicity, non-maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity. The corresponding HCAHPS question number is 17.

Number of respondents who replied "yes" to HCAHPS Question 17, "During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the

hospital?"

303

Total number of respondents to HCAHPS Question 17

356

Percentage of respondents who responded "yes" to HCAHPS Question 17

85.1

Total number of people surveyed on HCAHPS Question 17

3236

Response rate, or the percentage of people who responded to HCAHPS Question 17

11

Table 4. Patient reports receiving information in writing about symptoms or health problems by race and/or ethnicity, non-maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity.

| Race and/or Ethnicity | Number of "yes" responses | Total number of responses | Percentage of "yes" responses (%) | Total number of patients surveyed | Response rate of patients surveyed (%) |
|--|---------------------------|---------------------------|-----------------------------------|-----------------------------------|--|
| American Indian or Alaska Native | | | | | |
| Asian | | | | | |
| Black or African American | | | | | |
| Hispanic or Latino | | | | | |
| Middle Eastern or North African | | | | | |
| Multiracial and/or Multiethnic (two or more races) | | | | | |
| Native Hawaiian or Pacific Islander | | | | | |
| White | | | | | |
| Age | Number of "yes" responses | Total number of responses | Percentage of "yes" responses (%) | Total number of patients surveyed | Response rate of patients surveyed (%) |
| Age < 18 | | | | | |
| Age 18 to 34 | | | | | |
| Age 35 to 49 | | | | | |
| Age 50 to 64 | | | | | |
| Age 65 Years and Older | | | | | |
| Sex assigned at birth | Number of "yes" responses | Total number of responses | Percentage of "yes" responses (%) | Total number of patients surveyed | Response rate of patients surveyed (%) |
| Female | | | | | |
| Male | | | | | |
| Unknown | | | | | |

| Payer Type | Number of "yes" responses | Total number of responses | Percentage of "yes" responses (%) | Total number of patients surveyed | Response rate of patients surveyed (%) |
|------------|---------------------------|---------------------------|-----------------------------------|-----------------------------------|--|
| Medicare | | | | | |
| Medicaid | | | | | |
| Private | | | | | |
| Self-Pay | | | | | |
| Other | | | | | |

| Preferred Language | Number of "yes" responses | Total number of responses | Percentage of "yes" responses (%) | Total number of patients surveyed | Response rate of patients surveyed (%) |
|----------------------------------|---------------------------|---------------------------|-----------------------------------|-----------------------------------|--|
| English Language | | | | | |
| Spanish Language | | | | | |
| Asian Pacific Islander Languages | | | | | |
| Middle Eastern Languages | | | | | |
| American Sign | | | | | |
| Other/Unknown Languages | | | | | |

| Disability Status | Number of "yes" responses | Total number of responses | Percentage of "yes" responses (%) | Total number of patients surveyed | Response rate of patients surveyed (%) |
|--------------------------------------|---------------------------|---------------------------|-----------------------------------|-----------------------------------|--|
| Does not have a disability | | | | | |
| Has a mobility disability | | | | | |
| Has a cognition | | | | | |
| Has a hearing disability | | | | | |
| Has a vision disability | | | | | |
| Has a self-care | | | | | |
| Has an independent living disability | | | | | |

| Sexual Orientation | Number of "yes" responses | Total number of responses | Percentage of "yes" responses (%) | Total number of patients surveyed | Response rate of patients surveyed (%) |
|----------------------------|---------------------------|---------------------------|-----------------------------------|-----------------------------------|--|
| Lesbian, gay or homosexual | | | | | |
| Straight or heterosexual | | | | | |
| Bisexual | | | | | |
| Something else | | | | | |
| Don't know | | | | | |
| Not disclosed | | | | | |

| Gender Identity | Number of "yes" responses | Total number of responses | Percentage of "yes" responses (%) | Total number of patients surveyed | Response rate of patients surveyed (%) |
|---|---------------------------|---------------------------|-----------------------------------|-----------------------------------|--|
| Female | | | | | |
| Female-to-male (FTM)/ transgender male/trans man | | | | | |
| Male | | | | | |
| Male-to-female (MTF)/ transgender female/ trans woman | | | | | |
| Non-conforming gender | | | | | |
| Additional gender category or other | | | | | |
| Not disclosed | | | | | |

Agency for Healthcare Research and Quality (AHRQ) Indicators

General acute care hospitals are required to report on two indicators from the Agency for Healthcare Research and Quality (AHRQ). For general information about AHRQ indicators, please visit the following link by copying and pasting the URL into your web browser:
<https://qualityindicators.ahrq.gov/>

Pneumonia Mortality Rate

The Pneumonia Mortality Rate is defined as the rate of in-hospital deaths per 1,000 hospital discharges with a principal diagnosis of pneumonia or a principal diagnosis of sepsis with a secondary diagnosis of pneumonia present on admission for patients ages 18 years and older. General acute care hospitals report the Pneumonia Mortality Rate by race and/or ethnicity, non-maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity. The corresponding AHRQ Inpatient Quality Indicator is 20. For more information about this indicator, please visit the following link by copying and pasting the URL into your web browser:
https://qualityindicators.ahrq.gov/Downloads/Modules/IQI/V2023/TechSpecs/IQI_20_Pneumonia_Mortality_Rate.pdf

Number of in-hospital deaths with a principal diagnosis of pneumonia or a principal diagnosis of sepsis with a secondary diagnosis of pneumonia present on admission

13

Total number of hospital discharges with a principal diagnosis of pneumonia or a principal diagnosis of sepsis with a secondary diagnosis of pneumonia present on admission

301

Rate of in-hospital deaths per 1,000 hospital discharges with a principal diagnosis of pneumonia or a principal diagnosis of sepsis with a secondary diagnosis of pneumonia present on admission

43.2

Table 5. Pneumonia Mortality Rate by race and/or ethnicity, non-maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity.

| Race and/or Ethnicity | Number of in-hospital deaths that meet the inclusion/exclusion criteria | Number of hospital discharges that meet the inclusion/exclusion criteria | Rate of in-hospital deaths per 1,000 hospital discharges that meet the inclusion/exclusion criteria (%) |
|---|---|--|---|
| American Indian or Alaska Native | 0 | 1 | 0 |
| Asian | 2 | 9 | 22.2 |
| Black or African American | 0 | 31 | 0 |
| Hispanic or Latino | 3 | 105 | 28.6 |
| Middle Eastern or North African | 0 | 0 | 0 |
| Multiracial and/or Multiethnic (two or more | 0 | 6 | 0 |
| Native Hawaiian or Pacific Islander | 0 | 1 | 0 |
| White | 8 | 149 | 53.7 |

| Age | Number of in-hospital deaths that meet the inclusion/exclusion criteria | Number of hospital discharges that meet the inclusion/exclusion criteria | Rate of in-hospital deaths per 1,000 hospital discharges that meet the inclusion/exclusion criteria (%) |
|------------------------|---|--|---|
| Age < 18 | 0 | 0 | 0 |
| Age 18 to 34 | 0 | 8 | 0 |
| Age 35 to 49 | 1 | 20 | 0 |
| Age 50 to 64 | 1 | 60 | 16.7 |
| Age 65 Years and Older | 12 | 213 | 56.3 |

| Sex assigned at birth | Number of in-hospital deaths that meet the inclusion/exclusion criteria | Number of hospital discharges that meet the inclusion/exclusion criteria | Rate of in-hospital deaths per 1,000 hospital discharges that meet the inclusion/exclusion criteria (%) |
|-----------------------|---|--|---|
| Female | 7 | 150 | 46.7 |
| Male | 6 | 151 | 39.7 |
| Unknown | | | |

| Payer Type | Number of in-hospital deaths that meet the inclusion/exclusion criteria | Number of hospital discharges that meet the inclusion/exclusion criteria | Rate of in-hospital deaths per 1,000 hospital discharges that meet the inclusion/exclusion criteria (%) |
|------------|---|--|---|
| Medicare | 9 | 193 | 46.6 |
| Medicaid | 1 | 56 | 17.9 |
| Private | 2 | 42 | 47.6 |
| Self-Pay | 1 | 10 | 100 |
| Other | 0 | 0 | 0 |

| Preferred Language | Number of in-hospital deaths that meet the inclusion/exclusion criteria | Number of hospital discharges that meet the inclusion/exclusion criteria | Rate of in-hospital deaths per 1,000 hospital discharges that meet the inclusion/exclusion criteria (%) |
|----------------------------------|---|--|---|
| English Language | 11 | 249 | 44.2 |
| Spanish Language | 2 | 51 | 39.2 |
| Asian Pacific Islander Languages | 0 | 1 | 0 |
| Middle Eastern Languages | 0 | 0 | 0 |
| American Sign Language | 0 | 0 | 0 |
| Other/Unknown Languages | 0 | 0 | 0 |

| Disability Status | Number of in-hospital deaths that meet the inclusion/exclusion criteria | Number of hospital discharges that meet the inclusion/exclusion criteria | Rate of in-hospital deaths per 1,000 hospital discharges that meet the inclusion/exclusion criteria (%) |
|--------------------------------------|---|--|---|
| Does not have a disability | | | |
| Has a mobility disability | | | |
| Has a cognition disability | | | |
| Has a hearing disability | | | |
| Has a vision disability | | | |
| Has a self-care disability | | | |
| Has an independent living disability | | | |

| Sexual Orientation | Number of in-hospital deaths that meet the inclusion/exclusion criteria | Number of hospital discharges that meet the inclusion/exclusion criteria | Rate of in-hospital deaths per 1,000 hospital discharges that meet the inclusion/exclusion criteria (%) |
|----------------------------|---|--|---|
| Lesbian, gay or homosexual | | | |
| Straight or heterosexual | | | |
| Bisexual | | | |
| Something else | | | |
| Don't know | | | |
| Not disclosed | | | |

| Gender Identity | Number of in-hospital deaths that meet the inclusion/exclusion criteria | Number of hospital discharges that meet the inclusion/exclusion criteria | Rate of in-hospital deaths per 1,000 hospital discharges that meet the inclusion/exclusion criteria (%) |
|---|---|--|---|
| Female | | | |
| Female-to-male (FTM)/transgender male/trans man | | | |
| Male | | | |
| Male-to-female (MTF)/transgender female/trans woman | | | |
| Non-conforming gender | | | |
| Additional gender category or other | | | |
| Not disclosed | | | |

Death Rate among Surgical Inpatients with Serious Treatable Complications

The Death Rate among Surgical Inpatients with Serious Treatable Complications is defined as the rate of in-hospital deaths per 1,000 surgical discharges among patients ages 18-89 years old or obstetric patients with serious treatable complications. General acute care hospitals report this measure by race and/or ethnicity, non-maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity. The corresponding AHRQ Patient Safety Indicator is 04. For more information about this indicator, please visit the following link by copying and pasting the URL into your web browser:

https://qualityindicators.ahrq.gov/Downloads/Modules/PSI/V2023/TechSpecs/PSI_04_Death_Rate_among_Surgical_Inpatients_with_Serious_Treatable_Complications.pdf

Number of in-hospital deaths among patients aged 18-89 years old or obstetric patients with serious treatable complications

1

Total number of surgical discharges among patients aged 18-89 years old or obstetric patients

20

Rate of in-hospital deaths per 1,000 surgical discharges, among patients aged 18-89 years old or obstetric patients with serious treatable complications

50

Table 6. Death Rate among Surgical Inpatients with Serious Treatable Complications by race and/or ethnicity, non-maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity.

| Race and/or Ethnicity | Number of in-hospital deaths that meet the inclusion/exclusion criteria | Number of surgical discharges that meet the inclusion/exclusion criteria | Rate of in-hospital deaths per 1,000 hospital discharges that meet the inclusion/exclusion criteria (%) |
|---|---|--|---|
| American Indian or Alaska Native | 0 | 0 | 0 |
| Asian | 0 | 0 | 0 |
| Black or African American | 0 | 5 | 0 |
| Hispanic or Latino | 0 | 3 | 0 |
| Middle Eastern or North African | 0 | 0 | 0 |
| Multiracial and/or Multiethnic (two or more | 0 | 1 | 0 |
| Native Hawaiian or Pacific Islander | 0 | 0 | 0 |
| White | 1 | 11 | 90.9 |

| Age | Number of in-hospital deaths that meet the inclusion/exclusion criteria | Number of surgical discharges that meet the inclusion/exclusion criteria | Rate of in-hospital deaths per 1,000 hospital discharges that meet the inclusion/exclusion criteria (%) |
|------------------------|---|--|---|
| Age < 18 | 0 | 2 | 0 |
| Age 18 to 34 | 0 | 6 | 0 |
| Age 35 to 49 | 0 | 4 | 0 |
| Age 50 to 64 | 1 | 8 | 125 |
| Age 65 Years and Older | 0 | 0 | 0 |

| Sex assigned at birth | Number of in-hospital deaths that meet the inclusion/exclusion criteria | Number of surgical discharges that meet the inclusion/exclusion criteria | Rate of in-hospital deaths per 1,000 hospital discharges that meet the inclusion/exclusion criteria (%) |
|-----------------------|---|--|---|
| Female | 1 | 10 | 100 |
| Male | 0 | 10 | 0 |
| Unknown | | | |

| Payer Type | Number of in-hospital deaths that meet the inclusion/exclusion criteria | Number of surgical discharges that meet the inclusion/exclusion criteria | Rate of in-hospital deaths per 1,000 hospital discharges that meet the inclusion/exclusion criteria (%) |
|------------|---|--|---|
| Medicare | 1 | 7 | 142.9 |
| Medicaid | 0 | 8 | 0 |
| Private | 0 | 3 | 0 |
| Self-Pay | 0 | 2 | 0 |
| Other | 0 | 0 | 0 |

| Preferred Language | Number of in-hospital deaths that meet the inclusion/exclusion criteria | Number of surgical discharges that meet the inclusion/exclusion criteria | Rate of in-hospital deaths per 1,000 hospital discharges that meet the inclusion/exclusion criteria (%) |
|----------------------------------|---|--|---|
| English Language | 1 | 17 | 58.8 |
| Spanish Language | 0 | 3 | 0 |
| Asian Pacific Islander Languages | 0 | 0 | 0 |
| Middle Eastern Languages | 0 | 0 | 0 |
| American Sign Language | 0 | 0 | 0 |
| Other/Unknown Languages | 0 | 0 | 0 |

| Disability Status | Number of in-hospital deaths that meet the inclusion/exclusion criteria | Number of surgical discharges that meet the inclusion/exclusion criteria | Rate of in-hospital deaths per 1,000 hospital discharges that meet the inclusion/exclusion criteria (%) |
|--------------------------------------|---|--|---|
| Does not have a disability | | | |
| Has a mobility disability | | | |
| Has a cognition disability | | | |
| Has a hearing disability | | | |
| Has a vision disability | | | |
| Has a self-care disability | | | |
| Has an independent living disability | | | |

| Sexual Orientation | Number of in-hospital deaths that meet the inclusion/exclusion criteria | Number of surgical discharges that meet the inclusion/exclusion criteria | Rate of in-hospital deaths per 1,000 hospital discharges that meet the inclusion/exclusion criteria (%) |
|----------------------------|---|--|---|
| Lesbian, gay or homosexual | | | |
| Straight or heterosexual | | | |
| Bisexual | | | |
| Something else | | | |
| Don't know | | | |
| Not disclosed | | | |

| Gender Identity | Number of in-hospital deaths that meet the inclusion/exclusion criteria | Number of surgical discharges that meet the inclusion/exclusion criteria | Rate of in-hospital deaths per 1,000 hospital discharges that meet the inclusion/exclusion criteria (%) |
|--|---|--|---|
| Female | | | |
| Female-to-male (FTM)/ transgender male/trans man | | | |
| Male | | | |
| Male-to-female (MTF)/ transgender female/trans woman | | | |
| Non-conforming gender | | | |
| Additional gender category or other | | | |
| Not disclosed | | | |

California Maternal Quality Care Collaborative (CMQCC) Core Quality Measures

There are three core quality maternal measures adopted from the California Maternal Quality Care Collaborative (CMQCC).

CMQCC Nulliparous, Term, Singleton, Vertex (NTSV) Cesarean Birth Rate

The CMQCC Nulliparous, Term, Singleton, Vertex (NTSV) Cesarean Birth Rate is defined as nulliparous women with a term (at least 37 weeks gestation), singleton baby in a vertex position delivered by cesarian birth. General acute care hospitals report the NTSV Cesarean Birth Rate by race and/or ethnicity, maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity. For more information, please visit the following link by copying and pasting the URL into your web browser:

<https://www.cmqcc.org/quality-improvement-toolkits/supporting-vaginal-birth/ntsv-cesarean-birth-measure-specifications>

Number of NTSV patients with Cesarean deliveries

115

Total number of nulliparous NTSV patients

694

Rate of NTSV patients with Cesarean deliveries

0.166

Table 7. Nulliparous, Term, Singleton, Vertex (NTSV) Cesarean Birth Rate by race and/or ethnicity, maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity.

| Race and/or Ethnicity | Number of NTSV patients with cesarean deliveries | Total number of NTSV patients | Rate of NTSV patients with Cesarean deliveries (%) |
|--|--|-------------------------------|--|
| American Indian or Alaska Native | 1 | 4 | 0.250 |
| Asian | 17 | 203 | 0.084 |
| Black or African American | 9 | 34 | 0.265 |
| Hispanic or Latino | 51 | 334 | 0.153 |
| Middle Eastern or North African | 0 | 0 | 0 |
| Multiracial and/or Multiethnic (two or more races) | 13 | 66 | 0.197 |
| Native Hawaiian or Pacific Islander | 0 | 2 | 0 |
| White | 24 | 151 | 0.159 |

| Age | Number of NTSV patients with cesarean deliveries | Total number of NTSV patients | Rate of NTSV patients with Cesarean deliveries (%) |
|------------------------|--|-------------------------------|--|
| Age < 18 | 0 | 10 | 0 |
| Age 18 to 29 | 57 | 327 | 0.174 |
| Age 30 to 39 | 53 | 338 | 0.157 |
| Age 40 Years and Older | 5 | 19 | 0.263 |

| Sex assigned at birth | Number of NTSV patients with cesarean deliveries | Total number of NTSV patients | Rate of NTSV patients with Cesarean deliveries (%) |
|-----------------------|--|-------------------------------|--|
| Female | | | |
| Male | | | |
| Unknown | | | |

| Payer Type | Number of NTSV patients with cesarean deliveries | Total number of NTSV patients | Rate of NTSV patients with Cesarean deliveries (%) |
|------------|--|-------------------------------|--|
| Medicare | 0 | 2 | 0 |
| Medicaid | 60 | 382 | 0.157 |
| Private | 17 | 79 | 0.215 |
| Self-Pay | 38 | 230 | 0.165 |
| Other | 0 | 1 | 0 |

| Preferred Language | Number of NTSV patients with cesarean deliveries | Total number of NTSV patients | Rate of NTSV patients with Cesarean deliveries (%) |
|----------------------------------|--|-------------------------------|--|
| English Language | 98 | 581 | 0.169 |
| Spanish Language | 15 | 105 | 0.143 |
| Asian Pacific Islander Languages | 0 | 0 | 0 |
| Middle Eastern Languages | 2 | 5 | 0.400 |
| American Sign Language | 0 | 0 | 0 |
| Other/Unknown Languages | 0 | 3 | 0 |

| Disability Status | Number of NTSV patients with cesarean deliveries | Total number of NTSV patients | Rate of NTSV patients with Cesarean deliveries (%) |
|---|--|-------------------------------|--|
| Does not have a disability | | | |
| Has a mobility disability | | | |
| Has a cognition disability | | | |
| Has a hearing disability | | | |
| Has a vision disability | | | |
| Has a self-care disability | | | |
| Has an independent living disability | | | |
| Sexual Orientation | Number of NTSV patients with cesarean deliveries | Total number of NTSV patients | Rate of NTSV patients with Cesarean deliveries (%) |
| Lesbian, gay or homosexual | | | |
| Straight or heterosexual | | | |
| Bisexual | | | |
| Something else | | | |
| Don't know | | | |
| Not disclosed | | | |
| Gender Identity | Number of NTSV patients with cesarean deliveries | Total number of NTSV patients | Rate of NTSV patients with Cesarean deliveries (%) |
| Female | | | |
| Female-to-male (FTM)/transgender male/trans man | | | |
| Male | | | |
| Male-to-female (MTF)/transgender female/trans woman | | | |
| Non-conforming gender | | | |
| Additional gender category or other | | | |
| Not disclosed | | | |

CMQCC Vaginal Birth After Cesarean (VBAC) Rate

The CMQCC Vaginal Birth After Cesarean (VBAC) Rate is defined as vaginal births per 1,000 deliveries by patients with previous Cesarean deliveries. General acute care hospitals report the VBAC Rate by race and/or ethnicity, maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity. The VBAC Rate uses the specifications of AHRQ Inpatient Quality Indicator 22. For more information, please visit the following link by copying and pasting the URL into your web browser:

[https://qualityindicators.ahrq.gov/Downloads/Modules/IQI/V2023/TechSpecs/IQI_22_Vaginal_Birth_After_Cesarean_\(VBAC\)_Delivery_Rate_Uncomplicated.pdf](https://qualityindicators.ahrq.gov/Downloads/Modules/IQI/V2023/TechSpecs/IQI_22_Vaginal_Birth_After_Cesarean_(VBAC)_Delivery_Rate_Uncomplicated.pdf)

Number of vaginal delivery among cases with previous Cesarean delivery that meet the inclusion and exclusion criteria

Rate of vaginal delivery per 1,000 deliveries by patients with previous Cesarean deliveries
12.5

Table 8. Vaginal Birth After Cesarean (VBAC) Rate by race and/or ethnicity, maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity.

| Race and/or Ethnicity | Number of vaginal deliveries with previous Cesarean delivery | Total number of birth discharges with previous Cesarean delivery | Rate of vaginal delivery per 1,000 deliveries by patients with previous Cesarean deliveries (%) |
|--|--|--|---|
| American Indian or Alaska Native | 0 | 0 | 0 |
| Asian | 0 | 17 | 0 |
| Black or African American | 0 | 6 | 0 |
| Hispanic or Latino | 2 | 84 | 23.8 |
| Middle Eastern or North African | 0 | 0 | 0 |
| Multiracial and/or Multiethnic (two or more races) | 0 | 23 | 0 |
| Native Hawaiian or Pacific | 0 | 0 | 0 |
| White | 0 | 30 | 0 |

| Age | Number of vaginal deliveries with previous Cesarean delivery | Total number of birth discharges with previous Cesarean delivery | Rate of vaginal delivery per 1,000 deliveries by patients with previous Cesarean deliveries (%) |
|------------------------|--|--|---|
| Age < 18 | 0 | 0 | 0 |
| Age 18 to 29 | 2 | 42 | 47.6 |
| Age 30 to 39 | 0 | 108 | 0 |
| Age 40 Years and Older | 0 | 10 | 0 |

| Sex assigned at birth | Number of vaginal deliveries with previous Cesarean delivery | Total number of birth discharges with previous Cesarean delivery | Rate of vaginal delivery per 1,000 deliveries by patients with previous Cesarean deliveries (%) |
|-----------------------|--|--|---|
| Female | | | |
| Male | | | |
| Unknown | | | |

| Payer Type | Number of vaginal deliveries with previous Cesarean delivery | Total number of birth discharges with previous Cesarean delivery | Rate of vaginal delivery per 1,000 deliveries by patients with previous Cesarean deliveries (%) |
|------------|--|--|---|
| Medicare | 0 | 0 | 0 |
| Medicaid | 2 | 86 | 23.3 |
| Private | 0 | 12 | 0 |
| Self-Pay | 0 | 62 | 0 |
| Other | 0 | 0 | 0 |

| Preferred Language | Number of vaginal deliveries with previous Cesarean delivery | Total number of birth discharges with previous Cesarean delivery | Rate of vaginal delivery per 1,000 deliveries by patients with previous Cesarean deliveries (%) |
|----------------------------------|--|--|---|
| English Language | 2 | 122 | 16.4 |
| Spanish Language | 0 | 34 | 0 |
| Asian Pacific Islander Languages | 0 | 0 | 0 |
| Middle Eastern Languages | 0 | 3 | 0 |
| American Sign Language | 0 | 0 | 0 |
| Other/Unknown Languages | 0 | 1 | 0 |

| Disability Status | Number of vaginal deliveries with previous Cesarean delivery | Total number of birth discharges with previous Cesarean delivery | Rate of vaginal delivery per 1,000 deliveries by patients with previous Cesarean deliveries (%) |
|----------------------------|--|--|---|
| Does not have a disability | | | |
| Has a mobility disability | | | |
| Has a cognition disability | | | |
| Has a hearing disability | | | |
| Has a vision disability | | | |
| Has a self-care disability | | | |
| Has an independent living | | | |

| Sexual Orientation | Number of vaginal deliveries with previous Cesarean delivery | Total number of birth discharges with previous Cesarean delivery | Rate of vaginal delivery per 1,000 deliveries by patients with previous Cesarean deliveries (%) |
|----------------------------|--|--|---|
| Lesbian, gay or homosexual | | | |
| Straight or heterosexual | | | |
| Bisexual | | | |
| Something else | | | |
| Don't know | | | |
| Not disclosed | | | |

| Gender Identity | Number of vaginal deliveries with previous Cesarean delivery | Total number of birth discharges with previous Cesarean delivery | Rate of vaginal delivery per 1,000 deliveries by patients with previous Cesarean deliveries (%) |
|---|--|--|---|
| Female | | | |
| Female-to-male (FTM)/transgender male/trans man | | | |
| Male | | | |
| Male-to-female (MTF)/transgender female/trans woman | | | |
| Non-conforming gender | | | |
| Additional gender category or | | | |
| Not disclosed | | | |

CMQCC Exclusive Breast Milk Feeding Rate

The CMQCC Exclusive Breast Milk Feeding Rate is defined as the newborns per 100 who reached at least 37 weeks of gestation (or 3000g if gestational age is missing) who received breast milk

exclusively during their stay at the hospital. Other criteria are that the newborns did not go to the neonatal intensive care unit (NICU), transfer, or die, did not reflect multiple gestation, and did not have codes for parenteral nutrition or galactosemia. General acute care hospitals report the Exclusive Breast Milk Feeding Rate by race and/or ethnicity, maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity. The CMQCC Exclusive Breast Milk Feeding Rate uses the Joint Commission National Quality Measure PC-05. For more information, please visit the following link by copying and pasting the URL into your web browser: <https://manual.jointcommission.org/releases/TJC2024B/MIF0170.html>

Number of newborn cases that were exclusively fed breast milk during their hospital stay and meet the inclusion and exclusion criteria

NA

Total number of newborn cases born in the hospital that meet the inclusion and exclusion criteria

NA

Rate of newborn cases per 100 that were exclusively fed breast milk during their hospital stay and meet the inclusion and exclusion criteria

NA

Table 9. Exclusive Breast Milk Feeding Rate by race and/or ethnicity, maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity.

| Race and/or Ethnicity | Number of newborn cases that were exclusively breastfed and meet inclusion/exclusion criteria | Total number of newborn cases born in the hospital that meet inclusion/exclusion criteria | Rate of newborn cases per 100 that were exclusively breastfed and met inclusion/exclusion criteria (%) |
|--|---|---|--|
| American Indian or Alaska Native | | | |
| Asian | | | |
| Black or African American | | | |
| Hispanic or Latino | | | |
| Middle Eastern or North African | | | |
| Multiracial and/or Multiethnic (two or more races) | | | |
| Native Hawaiian or Pacific | | | |
| White | | | |
| Age | Number of newborn cases that were exclusively breastfed and meet inclusion/exclusion criteria | Total number of newborn cases born in the hospital that meet inclusion/exclusion criteria | Rate of newborn cases per 100 that were exclusively breastfed and met inclusion/exclusion criteria (%) |
| Age < 18 | | | |
| Age 18 to 29 | | | |
| Age 30 to 39 | | | |
| Age 40 Years and Older | | | |

| Sex assigned at birth | Number of newborn cases that were exclusively breastfed and meet inclusion/exclusion criteria | Total number of newborn cases born in the hospital that meet inclusion/exclusion criteria | Rate of newborn cases per 100 that were exclusively breastfed and met inclusion/exclusion criteria (%) |
|----------------------------------|---|---|--|
| Female | | | |
| Male | | | |
| Unknown | | | |
| Payer Type | Number of newborn cases that were exclusively breastfed and meet inclusion/exclusion criteria | Total number of newborn cases born in the hospital that meet inclusion/exclusion criteria | Rate of newborn cases per 100 that were exclusively breastfed and met inclusion/exclusion criteria (%) |
| Medicare | | | |
| Medicaid | | | |
| Private | | | |
| Self-Pay | | | |
| Other | | | |
| Preferred Language | Number of newborn cases that were exclusively breastfed and meet inclusion/exclusion criteria | Total number of newborn cases born in the hospital that meet inclusion/exclusion criteria | Rate of newborn cases per 100 that were exclusively breastfed and met inclusion/exclusion criteria (%) |
| English Language | | | |
| Spanish Language | | | |
| Asian Pacific Islander Languages | | | |
| Middle Eastern Languages | | | |
| American Sign Language | | | |
| Other/Unknown Languages | | | |
| Disability Status | Number of newborn cases that were exclusively breastfed and meet inclusion/exclusion criteria | Total number of newborn cases born in the hospital that meet inclusion/exclusion criteria | Rate of newborn cases per 100 that were exclusively breastfed and met inclusion/exclusion criteria (%) |
| Does not have a disability | | | |
| Has a mobility disability | | | |
| Has a cognition disability | | | |
| Has a hearing disability | | | |
| Has a vision disability | | | |
| Has a self-care disability | | | |
| Has an independent living | | | |

| Sexual Orientation | Number of newborn cases that were exclusively breastfed and meet inclusion/exclusion criteria | Total number of newborn cases born in the hospital that meet inclusion/exclusion criteria | Rate of newborn cases per 100 that were exclusively breastfed and met inclusion/exclusion criteria (%) |
|----------------------------|---|---|--|
| Lesbian, gay or homosexual | | | |
| Straight or heterosexual | | | |
| Bisexual | | | |
| Something else | | | |
| Don't know | | | |
| Not disclosed | | | |

| Gender Identity | Number of newborn cases that were exclusively breastfed and meet inclusion/exclusion criteria | Total number of newborn cases born in the hospital that meet inclusion/exclusion criteria | Rate of newborn cases per 100 that were exclusively breastfed and met inclusion/exclusion criteria (%) |
|---|---|---|--|
| Female | | | |
| Female-to-male (FTM)/transgender male/trans man | | | |
| Male | | | |
| Male-to-female (MTF)/transgender female/trans woman | | | |
| Non-conforming gender | | | |
| Additional gender category or | | | |
| Not disclosed | | | |

HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate

General acute care hospitals are required to report several HCAI All-Cause Unplanned 30-Day Hospital Readmission Rates, which are broadly defined as the percentage of hospital-level, unplanned, all-cause readmissions after admission for eligible conditions within 30 days of hospital discharge for patients aged 18 years and older. These rates are first stratified based on any eligible condition, mental health disorders, substance use disorders, co-occurring disorders, and no behavioral health diagnosis. Then, each condition-stratified hospital readmission rate is further stratified by race and/or ethnicity, non-maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity. For more information on the HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate, please visit the following link by copying and pasting the URL into your web browser:

https://hcai.ca.gov/wp-content/uploads/2024/10/HCAI-All-Cause-Readmission-Rate-Exclusions_ADA.pdf

HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate – Any Eligible Condition

Number of inpatient hospital admissions which occurs within 30 days of the discharge date of an eligible index admission and were 18 years or older at time of admission

366

Total number of patients who were admitted to the general acute care hospital and were 18 years or older at time of admission

2756

Rate of hospital-level, unplanned, all-cause readmissions after admission for any eligible condition within 30 days of hospital discharge for patients aged 18 and older

13.3

Table 10. HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate for any eligible condition by race and/or ethnicity, non-maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity.

| Race and/or Ethnicity | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|---|----------------------------------|-----------------------------------|----------------------|
| American Indian or Alaska Native | 3 | 10 | 30 |
| Asian | 8 | 97 | 8.2 |
| Black or African American | 53 | 278 | 19.1 |
| Hispanic or Latino | 147 | 1193 | 12.3 |
| Middle Eastern or North African | 0 | 0 | 0 |
| Multiracial and/or Multiethnic (two or more races) | 3 | 35 | 8.6 |
| Native Hawaiian or Pacific Islander | 2 | 11 | 18.2 |
| White | 150 | 11330 | 13.3 |

| Age | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|-------------------------------|----------------------------------|-----------------------------------|----------------------|
| Age 18 to 34 | 24 | 585 | 4.1 |
| Age 35 to 49 | 37 | 400 | 9.3 |
| Age 50 to 64 | 97 | 600 | 16.2 |
| Age 65 Years and Older | 208 | 1171 | 17.8 |

| Sex assigned at birth | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|-----------------------|----------------------------------|-----------------------------------|----------------------|
| Female | 194 | 1662 | 11.7 |
| Male | 172 | 1094 | 15.7 |
| Unknown | 0 | 0 | 0 |

| Payer Type | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|-----------------|----------------------------------|-----------------------------------|----------------------|
| Medicare | 207 | 1099 | 18.8 |
| Medicaid | 106 | 1099 | 9.6 |
| Private | 44 | 380 | 11.6 |
| Self-Pay | 8 | 162 | 4.9 |
| Other | 1 | 16 | 6.3 |

| Preferred Language | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|---|----------------------------------|-----------------------------------|----------------------|
| English Language | 316 | 2419 | 13.1 |
| Spanish Language | 48 | 318 | 15.1 |
| Asian Pacific Islander Languages | 0 | 8 | 0 |
| Middle Eastern Languages | 1 | 4 | 25 |
| American Sign Language | 0 | 0 | 0 |
| Other/Unknown Languages | 1 | 7 | 14.3 |

| Disability Status | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|---|----------------------------------|-----------------------------------|----------------------|
| Does not have a disability | | | |
| Has a mobility disability | | | |
| Has a cognition disability | | | |
| Has a hearing disability | | | |
| Has a vision disability | | | |
| Has a self-care disability | | | |
| Has an independent living disability | | | |
| Sexual Orientation | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Lesbian, gay or homosexual | | | |
| Straight or heterosexual | | | |
| Bisexual | | | |
| Something else | | | |
| Don't know | | | |
| Not disclosed | | | |
| Gender Identity | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Female | | | |
| Female-to-male (FTM)/transgender male/trans man | | | |
| Male | | | |
| Male-to-female (MTF)/transgender female/trans woman | | | |
| Non-conforming gender | | | |
| Additional gender category or other | | | |
| Not disclosed | | | |

HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate - Mental Health Disorders

Number of inpatient hospital admissions which occurs within 30 days of the discharge date for mental health disorders and were 18 years or older at time of admission

73

Total number of patients who were admitted to the general acute care hospital and were 18 years or older at time of admission

431

Rate of hospital-level, unplanned, all-cause readmissions after admission for mental health disorders within 30 days of hospital discharge for patients aged 18 and older

16.9

Table 11. HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate for mental health disorders by race and/or ethnicity, non-maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity.

| Race and/or Ethnicity | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|--|----------------------------------|-----------------------------------|----------------------|
| American Indian or Alaska Native | 1 | 2 | 50 |
| Asian | 2 | 9 | 22.2 |
| Black or African American | 7 | 37 | 18.9 |
| Hispanic or Latino | 21 | 123 | 17.1 |
| Middle Eastern or North African | 0 | 0 | 0 |
| Multiracial and/or Multiethnic (two or more races) | 2 | 6 | 15.5 |
| Native Hawaiian or Pacific Islander | 1 | 2 | 50 |
| White | 39 | 252 | 15.5 |

| Age | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|------------------------|----------------------------------|-----------------------------------|----------------------|
| Age 18 to 34 | 1 | 27 | 3.7 |
| Age 35 to 49 | 7 | 53 | 13.2 |
| Age 50 to 64 | 20 | 116 | 17.2 |
| Age 65 Years and Older | 45 | 235 | 19.1 |

| Sex assigned at birth | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|-----------------------|----------------------------------|-----------------------------------|----------------------|
| Female | 48 | 291 | 16.5 |
| Male | 25 | 140 | 17.9 |
| Unknown | 0 | 0 | 0 |

| Payer Type | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|------------|----------------------------------|-----------------------------------|----------------------|
| Medicare | 48 | 253 | 19 |
| Medicaid | 20 | 115 | 17.4 |
| Private | 3 | 40 | 7.5 |
| Self-Pay | 2 | 21 | 9.5 |
| Other | 0 | 2 | 0 |

| Preferred Language | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|----------------------------------|----------------------------------|-----------------------------------|----------------------|
| English Language | 68 | 401 | 17.0 |
| Spanish Language | 5 | 28 | 17.9 |
| Asian Pacific Islander Languages | 0 | 0 | 0 |
| Middle Eastern Languages | 0 | 1 | 0 |
| American Sign Language | 0 | 0 | 0 |
| Other/Unknown Languages | 0 | 1 | 0 |

| Disability Status | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|---|----------------------------------|-----------------------------------|----------------------|
| Does not have a disability | | | |
| Has a mobility disability | | | |
| Has a cognition disability | | | |
| Has a hearing disability | | | |
| Has a vision disability | | | |
| Has a self-care disability | | | |
| Has an independent living disability | | | |
| Sexual Orientation | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Lesbian, gay or homosexual | | | |
| Straight or heterosexual | | | |
| Bisexual | | | |
| Something else | | | |
| Don't know | | | |
| Not disclosed | | | |
| Gender Identity | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Female | | | |
| Female-to-male (FTM)/transgender male/trans man | | | |
| Male | | | |
| Male-to-female (MTF)/transgender female/trans woman | | | |
| Non-conforming gender | | | |
| Additional gender category or other | | | |
| Not disclosed | | | |

HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate - Substance Use Disorders

Number of inpatient hospital admissions which occurs within 30 days of the discharge date for substance use disorders and were 18 years or older at time of admission

34

Total number of patients who were admitted to the general acute care hospital and were 18 years or older at time of admission

223

Rate of hospital-level, unplanned, all-cause readmissions after admission for substance use disorders within 30 days of hospital discharge for patients aged 18 and older

15.2

Table 12. HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate for substance use disorders by race and/or ethnicity, non-maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity.

| Race and/or Ethnicity | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|--|----------------------------------|-----------------------------------|----------------------|
| American Indian or Alaska Native | 0 | 1 | 0 |
| Asian | 0 | 1 | 0 |
| Black or African American | 4 | 19 | 21.1 |
| Hispanic or Latino | 12 | 96 | 12.5 |
| Middle Eastern or North African | 0 | 0 | 0 |
| Multiracial and/or Multiethnic (two or more races) | 0 | 3 | 0 |
| Native Hawaiian or Pacific Islander | 0 | 1 | 0 |
| White | 18 | 102 | 17.6 |

| Age | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|------------------------|----------------------------------|-----------------------------------|----------------------|
| Age 18 to 34 | 4 | 38 | 10.5 |
| Age 35 to 49 | 6 | 52 | 11.5 |
| Age 50 to 64 | 14 | 88 | 15.9 |
| Age 65 Years and Older | 10 | 45 | 22.2 |

| Sex assigned at birth | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|-----------------------|----------------------------------|-----------------------------------|----------------------|
| Female | 11 | 77 | 14.3 |
| Male | 23 | 146 | 15.8 |
| Unknown | 0 | 0 | 0 |

| Payer Type | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|------------|----------------------------------|-----------------------------------|----------------------|
| Medicare | 12 | 50 | 24 |
| Medicaid | 21 | 154 | 13.6 |
| Private | 0 | 12 | 0 |
| Self-Pay | 1 | 7 | 14.3 |
| Other | 0 | 0 | 0 |

| Preferred Language | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|----------------------------------|----------------------------------|-----------------------------------|----------------------|
| English Language | 33 | 209 | 15.8 |
| Spanish Language | 1 | 14 | 7.1 |
| Asian Pacific Islander Languages | 0 | 0 | 0 |
| Middle Eastern Languages | 0 | 0 | 0 |
| American Sign Language | 0 | 0 | 0 |
| Other/Unknown Languages | 0 | 0 | 0 |

| Disability Status | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|---|----------------------------------|-----------------------------------|----------------------|
| Does not have a disability | | | |
| Has a mobility disability | | | |
| Has a cognition disability | | | |
| Has a hearing disability | | | |
| Has a vision disability | | | |
| Has a self-care disability | | | |
| Has an independent living disability | | | |
| Sexual Orientation | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Lesbian, gay or homosexual | | | |
| Straight or heterosexual | | | |
| Bisexual | | | |
| Something else | | | |
| Don't know | | | |
| Not disclosed | | | |
| Gender Identity | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Female | | | |
| Female-to-male (FTM)/transgender male/trans man | | | |
| Male | | | |
| Male-to-female (MTF)/transgender female/trans woman | | | |
| Non-conforming gender | | | |
| Additional gender category or other | | | |
| Not disclosed | | | |

HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate - Co-occurring disorders

Number of inpatient hospital admissions which occurs within 30 days of the discharge date for co-occurring disorders and were 18 years or older at time of admission

17

Total number of patients who were admitted to the general acute care hospital and were 18 years or older at time of admission

102

Rate of hospital-level, unplanned, all-cause readmissions after admission for co-occurring disorders within 30 days of hospital discharge for patients aged 18 and older

16.7

Table 13. HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate for co-occurring disorders by race and/or ethnicity, non-maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity.

| Race and/or Ethnicity | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|--|----------------------------------|-----------------------------------|----------------------|
| American Indian or Alaska Native | 2 | 2 | 100 |
| Asian | 0 | 0 | 0 |
| Black or African American | 2 | 15 | 13.3 |
| Hispanic or Latino | 6 | 36 | 16.7 |
| Middle Eastern or North African | 0 | 0 | 0 |
| Multiracial and/or Multiethnic (two or more races) | 0 | 0 | 0 |
| Native Hawaiian or Pacific Islander | 0 | 0 | 0 |
| White | 7 | 49 | 14.3 |

| Age | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|------------------------|----------------------------------|-----------------------------------|----------------------|
| Age 18 to 34 | 1 | 22 | 4.5 |
| Age 35 to 49 | 4 | 27 | 14.8 |
| Age 50 to 64 | 7 | 36 | 19.4 |
| Age 65 Years and Older | 5 | 17 | 29.4 |

| Sex assigned at birth | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|-----------------------|----------------------------------|-----------------------------------|----------------------|
| Female | 8 | 45 | 17.8 |
| Male | 9 | 57 | 15.8 |
| Unknown | 0 | 0 | 0 |

| Payer Type | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|------------|----------------------------------|-----------------------------------|----------------------|
| Medicare | 7 | 24 | 29.2 |
| Medicaid | 9 | 64 | 14.1 |
| Private | 0 | 8 | 0 |
| Self-Pay | 0 | 3 | 0 |
| Other | 1 | 3 | 33.3 |

| Preferred Language | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|----------------------------------|----------------------------------|-----------------------------------|----------------------|
| English Language | 15 | 97 | 15.5 |
| Spanish Language | 2 | 4 | 50 |
| Asian Pacific Islander Languages | 0 | 0 | 0 |
| Middle Eastern Languages | 0 | 0 | 0 |
| American Sign Language | 0 | 0 | 0 |
| Other/Unknown Languages | 0 | 1 | 0 |

| Disability Status | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|---|----------------------------------|-----------------------------------|----------------------|
| Does not have a disability | | | |
| Has a mobility disability | | | |
| Has a cognition disability | | | |
| Has a hearing disability | | | |
| Has a vision disability | | | |
| Has a self-care disability | | | |
| Has an independent living disability | | | |
| Sexual Orientation | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Lesbian, gay or homosexual | | | |
| Straight or heterosexual | | | |
| Bisexual | | | |
| Something else | | | |
| Don't know | | | |
| Not disclosed | | | |
| Gender Identity | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Female | | | |
| Female-to-male (FTM)/transgender male/trans man | | | |
| Male | | | |
| Male-to-female (MTF)/transgender female/trans woman | | | |
| Non-conforming gender | | | |
| Additional gender category or other | | | |
| Not disclosed | | | |

HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate - No Behavioral Health Diagnosis

Number of inpatient hospital admissions which occurs within 30 days of the discharge date with no behavioral diagnosis and were 18 years or older at time of admission

242

Total number of patients who were admitted to the general acute care hospital and were 18 years or older at time of admission

2000

Rate of hospital-level, unplanned, all-cause readmissions after admission with no behavioral diagnosis within 30 days of hospital discharge for patients aged 18 and older

12.1

Table 14. HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate with No Behavioral Diagnosis by race and/or ethnicity, non-maternal age categories, sex, payer type, preferred language, disability status, sexual orientation, and gender identity.

| Race and/or Ethnicity | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|--|----------------------------------|-----------------------------------|----------------------|
| American Indian or Alaska Native | 0 | 5 | 0 |
| Asian | 6 | 87 | 6.9 |
| Black or African American | 40 | 207 | 19.3 |
| Hispanic or Latino | 108 | 938 | 11.5 |
| Middle Eastern or North African | 0 | 0 | 0 |
| Multiracial and/or Multiethnic (two or more races) | 1 | 28 | 3.6 |
| Native Hawaiian or Pacific Islander | 1 | 8 | 12.5 |
| White | 86 | 727 | 11.8 |

| Age | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|------------------------|----------------------------------|-----------------------------------|----------------------|
| Age 18 to 34 | 18 | 498 | 3.6 |
| Age 35 to 49 | 20 | 268 | 7.5 |
| Age 50 to 64 | 56 | 360 | 15.6 |
| Age 65 Years and Older | 148 | 874 | 16.9 |

| Sex assigned at birth | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|-----------------------|----------------------------------|-----------------------------------|----------------------|
| Female | 127 | 1249 | 10.2 |
| Male | 115 | 751 | 15.3 |
| Unknown | 0 | 0 | 0 |

| Payer Type | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|------------|----------------------------------|-----------------------------------|----------------------|
| Medicare | 140 | 772 | 18.1 |
| Medicaid | 56 | 766 | 7.3 |
| Private | 41 | 320 | 12.8 |
| Self-Pay | 5 | 131 | 3.8 |
| Other | 0 | 11 | 0 |

| Preferred Language | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|----------------------------------|----------------------------------|-----------------------------------|----------------------|
| English Language | 200 | 1713 | 11.7 |
| Spanish Language | 40 | 272 | 14.7 |
| Asian Pacific Islander Languages | 0 | 8 | 0 |
| Middle Eastern Languages | 1 | 3 | 33.3 |
| American Sign Language | 0 | 0 | 0 |
| Other/Unknown Languages | 1 | 5 | 20 |

| Disability Status | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
|---|----------------------------------|-----------------------------------|----------------------|
| Does not have a disability | | | |
| Has a mobility disability | | | |
| Has a cognition disability | | | |
| Has a hearing disability | | | |
| Has a vision disability | | | |
| Has a self-care disability | | | |
| Has an independent living disability | | | |
| Sexual Orientation | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Lesbian, gay or homosexual | | | |
| Straight or heterosexual | | | |
| Bisexual | | | |
| Something else | | | |
| Don't know | | | |
| Not disclosed | | | |
| Gender Identity | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Female | | | |
| Female-to-male (FTM)/transgender male/trans man | | | |
| Male | | | |
| Male-to-female (MTF)/transgender female/trans woman | | | |
| Non-conforming gender | | | |
| Additional gender category or other | | | |
| Not disclosed | | | |

Health Equity Plan

All general acute care hospitals report a health equity plan that identifies the top 10 disparities and a written plan to address them.

Top 10 Disparities

Disparities for each hospital equity measure are identified by comparing the rate ratios by stratification groups. Rate ratios are calculated differently for measures with preferred low rates and those with preferred high rates. Rate ratios are calculated after applying the California Health and Human Services Agency's "Data De-Identification Guidelines (DDG)," dated September 23, 2016.

Table 15. Top 10 disparities and their rate ratio values.

| Measures | Stratifications | Stratification Group | Stratification Rate | Reference Group | Reference Rate | Rate Ratio |
|---|-----------------------------------|---------------------------|---------------------|--------------------|----------------|------------|
| HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate | Age (excluding maternal measures) | 65 and older | 17.8 | 18 to 34 | 4.1 | 4.3 |
| HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate | Age (excluding maternal measures) | 50 to 64 | 16.2 | 18 to 34 | 4.1 | 3.9 |
| HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate | Age (excluding maternal measures) | 35 to 49 | 9.2 | 18 to 34 | 4.1 | 2.3 |
| HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate | Expected Payor | Medicare | 18.8 | Medicaid | 9.6 | 2.0 |
| HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate | Race and/or Ethnicity | Black or African American | 19.1 | Hispanic or Latino | 12.3 | 1.5 |
| HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate, stratified by behavioral health diagnosis (No Behavioral Health Diagnosis) | Sex Assigned at Birth | Male | 15.3 | Female | 10.2 | 1.5 |
| HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate | Sex Assigned at Birth | Male | 15.7 | Female | 11.7 | 1.3 |
| HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate | Expected Payor | Private | 11.6 | Medicaid | 9.6 | 1.2 |
| HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate | Race and/or Ethnicity | White | 13.3 | Hispanic or Latino | 12.3 | 1.1 |

Plan to address disparities identified in the data

Population Impact:

- Age related disparities. Adults 35-65+ experience higher unplanned readmissions compared to patients 18-34
- Race related disparities. Black/African American and White patients experience higher unplanned readmissions compared to Hispanic/Latino patients.
- Payer related disparities. Medicare and private payer patients experience higher unplanned readmissions compared to Medicaid patients.
- Sex related disparities. Male and male stratified by behavioral health diagnosis experience higher unplanned readmission compared to female patients.

Doctor's Hospital of Riverside is committed to effective, quality care for all patients. We committed to reducing disparities in HCAI all-cause unplanned 30-day readmission rates across age, payer, race/ethnicity and sex groups identified in the hospital's disparity report. In order to address these disparities, the hospital interventions will include early case management involvement, discharge education using teach-back, clear medication lists and shared decision making prior to discharge. Follow-up appointments will attempted to be scheduled before discharge for all high-risk age groups. Early post-discharge outreach will serve to assess symptoms, confirm medication access and reinforce discharge instructions.

Additionally, the facility has convened a multidisciplinary committee to review all readmissions and identify opportunities to prevent future readmissions. The committee evaluates impacts of social determinants of health such as limited access to transportation and follow-up care, higher behavioral health comorbidity in the 35-49 group, increased function limitations in the 65+ group and complex medication regimens. The multidisciplinary committee is spearheaded by the Readmissions

Coordinator who conducts several activities to further reduce readmissions including discharge phone calls and educational rounds on patients that are high risk for readmissions. Additionally, collaborative meetings are conducted with the post-acute care facilities that we partner with in order to streamline coordinated care and reduce readmissions. All of these efforts incorporate the social lens of race, ethnicity, sex, payer and age.

Patients will continue to be screened for social determinates of health upon admission and receive prompt and appropriate resources based on the screening.

Measurable Objectives:

- Reduce 30-day readmission rate ratio for ages 65+ from 4.3 to 3.5
- Reduce 30-day readmission rate ratio for ages 50-64 from 3.9 to 3.0
- Reduce 30-day readmission rate ratio for ages 35-49 from 2.3 to 2.5
- Reduce 30-day readmission rate ratio for Medicare payer from 2.0 to 1.0
- Reduce 30-day readmission rate ratio for Black or African American patients from 1.5 to 1.0
- Reduce 30-day readmission rate ratio for Male patients from 1.5 (stratified by behavioral health diagnosis) and 1.3 to 1.0
- Reduce 30-day readmission rate ratio for Private payer patients from 1.2 to 1.0
- Reduce 30-day readmission rate ratio for White patients from 1.1 to 1.0

Specific Timeframes: Begin interventions Q1 2026 and monitor annually

Performance in the priority area

General acute care hospitals are required to provide hospital equity plans that address the top 10 disparities by identifying population impact and providing measurable objectives and specific timeframes. For each disparity, hospital equity plans will address performance across priority areas: person-centered care, patient safety, addressing patient social drivers of health, effective treatment, care coordination, and access to care.

Person-centered care

Our organization demonstrates strong commitment to person-centered care by ensuring that patient's individual needs, preferences, values and cultural backgrounds guide all aspects of care delivery. We routinely assess each patient's preferred language, communication needs, cultural considerations and health literacy. Incorporating considerations into discharge process, chronic disease management, behavioral health screening and social drivers of health assessments ensure that patients who have historically experienced poorer outcomes receive personalized and equitable support.

For patient's who's preferred language is not English, qualified interpretation services are used to support effective communication. Education materials, discharge instructions and consent documents are available in both English and Spanish, reflective of the community we serve. All materials are written in plain language, and staff are trained to use teach-back strategies to confirm understanding, which reduces disparities in comprehension for patients with language or literacy barriers.

Patients are supported to participate in shared decision-making through structured conversations that clarify goals of care, treatment options and potential risk or benefits. This approach is particularly emphasized for groups identified in our HCHE data as having higher readmission rates, including those impact by racial, socioeconomic and age-related disparities. Care plans are

individualized and follow-up appointments are scheduled before discharge when possible to enhance continuity of care and support safe transitions.

Patient-centered care processes are monitored through patient experience surveys, complaint and grievance review and trend analysis. Data are stratified by race, ethnicity, language, age sex and payer to identify whether patient centered care processes are equitably delivered. These findings inform targeted improvements for populations experiencing disparities and reinforce the connection between person-centered care, patient experience, and equitable outcomes. Through these strategies our organization ensure that every patient receives care that is respectful, individualized and aligned with their unique needs and goals.

Patient safety

Our organization is oriented to strong patient safety goals through a comprehensive, data-driven program that integrates high-reliability practices with equity considerations. In order to identify disparities in equity in the patient safety domain, data related to harm events, near misses and other safety events (such as hospital-acquired infections, medication events, fall and readmissions) are stratified by race, ethnicity, language, age sex and payer. Findings from this data review will inform targeted improvement strategies. Safety events are reviewed by the Patient Safety Committee (a committee comprised of nursing, respiratory, pharmacy, quality, infection control, human resources, and front line staff) to ensure diverse perspectives and rapid corrective action across multiple departments. An equity lens is incorporated when evaluating contributing factors such as communication needs, literacy barriers and social determinants that may affect outcomes.

Evidence based bundles are used for stroke, sepsis, CAUTI and CLABSI with continuous monitoring and unit-level coaching. Safety huddles reinforce staff awareness of-risk patients, language needs and special considerations that prevent preventable harm. Staff are praised for submitting near misses and recognized through the "good catch" program, communicating that facility values safety and process improvement first. Transitions of care are treated as a core patient safety concern, particularly for high-risk groups identified in our disparities analysis. Standardized discharge instructions, medication reconciliation and early follow-up outreach help reduce gaps in understanding and prevent avoidable complications or readmissions.

Addressing patient social drivers of health

Our organization uses structured screening processes, multidisciplinary interventions and community partnerships to address social determinants of health. These efforts ensure that non-clinical barriers- such as transportation, housing, food security and health literacy- are understood and addressed so that every patient can safely access, navigate and adhere to their care plan.

We incorporated a social determinants of health screening into every nursing admission assessment in the electronic health record. Patients are assessed for living situation, food insecurity, financial strain, transportation, and safety, with an automatic referral to social work generated dependent on the response. Care plans and discharge plans incorporate identified social needs to ensure safe and equitable treatment. The data from these screenings are compiled into a dashboard for review and analysis to disproportionately affected groups. Case Management and Social Work collaborate to resolve identified needs such as arranging transportation support and engaging caregivers in education.

Performance in the priority area continued

Performance across all of the following priority areas.

Effective treatment

In order to deliver effective treatment across race, age, language and payer categories, we aim to reduce variance in care delivery. Standardized care, incorporated through order sets, policies and procedures, help identify when disparities are detected by monitoring treatment outcomes. All variances, including medication errors, patients leaving against medical advise, and any rapid response/ code blue, are entered into a incident management portal for multidisciplinary review and collaboration. The data are then stratified by race, ethnicity, language, age, payer and sex to identify disparities in treatment delivery. Review of these incidents allows identification of variances that leads to targeted interventions, staff education, and workflow adjustments.

Care coordination

organization demonstrates strong performance in care coordination by using a structured, multidisciplinary approach to ensure that patients experience seamless, safe and equitable transitions across all settings of care. Daily, a multidisciplinary team comprised of discharge planners, case managers, nursing, social work, radiology, physical therapy, quality and physicians meet to discuss the care plan for each patient. This ensures accurate and timely communication amongst all team members and seamless transition throughout hospitalization and post discharge. HIPAA-compliant communication apps allows continuous communication with all members of the care team, including consulting physicians.

Additionally, we partner with ONclick, a participating Medicare program that provides transitional care management to patients after a hospital stay. 24-48 hours after discharge a navigator from ONclick contacts the patients and confirms their general well-being, confirms their understanding of the discharge plan, reviews their medication schedule and follow-up appointments and will arrange a follow-up telehealth visit with a nurse practitioner.

Access to care

We monitor access metrics including patients discharged with a follow up appointment scheduled, ED throughput, and left-without-being-seen rates. Hand off of patients to post-acute care includes a checklist that highlights any follow up needed including pending labs and appointments with specialists. The ED has several time centered initiatives including "Three's a Crowd" where a secondary registration desk opens when there is three or patients waiting to register. Additionally the ER implemented an Emergency Tech to be a "greeter" for patients when they come into the ER to quickly identify those with high acuity needs like stroke symptoms or chest pain to appropriately expedite these patients.

Phone calls after discharge ensure that patients have attended their post-discharge appointments and/ or received the required care through home health agencies or delivered DME. This illuminates any gap in care so that it can be addressed in a timely manner.

Methodology Guidelines

Did the hospital follow the methodology in the Measures Submission Guide? (Y/N)

Y