



ZUCKERBERG  
SAN FRANCISCO GENERAL  
Hospital and Trauma Center

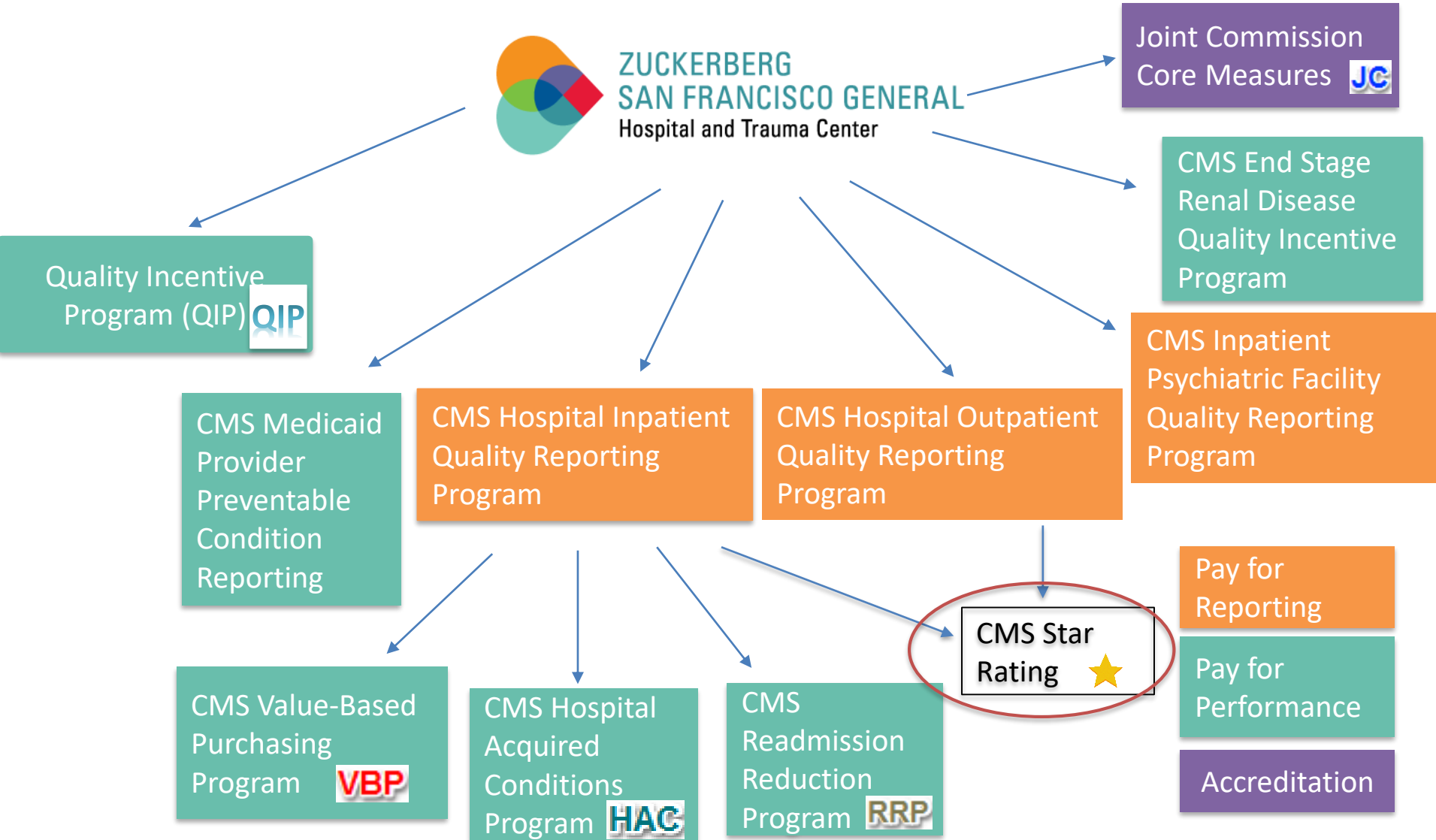
# CMS Star Rating

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# CY 2021 ZSFG Quality Data Reporting Regulatory Requirements



# April 2021 Release

- ZSFG remains 1 star ★
- Composite of 48 metrics in 5 categories
- Data ranges from April 1, 2016 – December 31, 2019, depending on metric

Viewing 1 - 20 of 30 results

Hospital Information	Overall rating	Distance	Emergency Services	Hospital Type
ZUCKERBERG SAN FRANCISCO GENERAL HOSP & TRAUMA CTR 1001 POTRERO AVENUE SAN FRANCISCO, CA 94110 (415) 206-8000 	★●●●●	0.6 Miles	Yes	Acute Care Hospitals

# Score Overview

<b>Measure Group</b>	<b>Number of Measures for Your Hospital [b]</b>	<b>Your Hospital's Measure Group Weight [c]</b>	<b>Measure Group Score [d]</b>	<b>Measure Group National Mean of Scores [e]</b>	<b>Your Hospital's Standardized Measure Group Score [g]</b>
Mortality	6	22.0%	0.02	-0.005	0.03
Readmission	10	22.0%	-0.88	0.03	-1.65
Safety of Care	7	22.0%	-0.56	0.01	-0.87
Patient Experience	8	22.0%	-0.20	0.00	-0.24
Timely & Effective Care	7	12.0%	-1.68	0.04	-2.86

# Peer Results

- Alameda ★★
- Highland ★
- Santa Clara Valley Medical Center ★★
- San Mateo Medical Center ★★

# Mortality (22%)

- ZSFG's highest performing category
- Considers 30-day mortality rates for Medicare patients and death rates among surgical inpatients (Medicare payer) with serious treatable complications
- All mortality metrics were similar to national means

# Readmission (22%)

- One of ZSFG's lowest performing categories
- Includes condition-specific and overall readmission rates for Medicare patients, excess days in acute care for Medicare patients, ED visits and admissions after outpatient chemotherapy, and admissions after outpatient colonoscopies and surgeries
- ZSFG performed worse than the national mean on the metric excess days in acute care after hospitalization for pneumonia, 54.7 days/100 discharges compared to a national mean of 4.8 days/100 discharges
- ZSFG also has opportunities in hospital visits after outpatient chemotherapy and surgery

# Safety of Care (22%)

- Measures infections and complications following elective primary total hip arthroplasty and total knee arthroplasty
- ZSFG performs better than the national median on MRSA bacteremia and Clostridium Difficile infections
- ZSFG's biggest opportunities are colon surgical site infection and patient safety and adverse event composite. Improvement work is ongoing for these metrics.



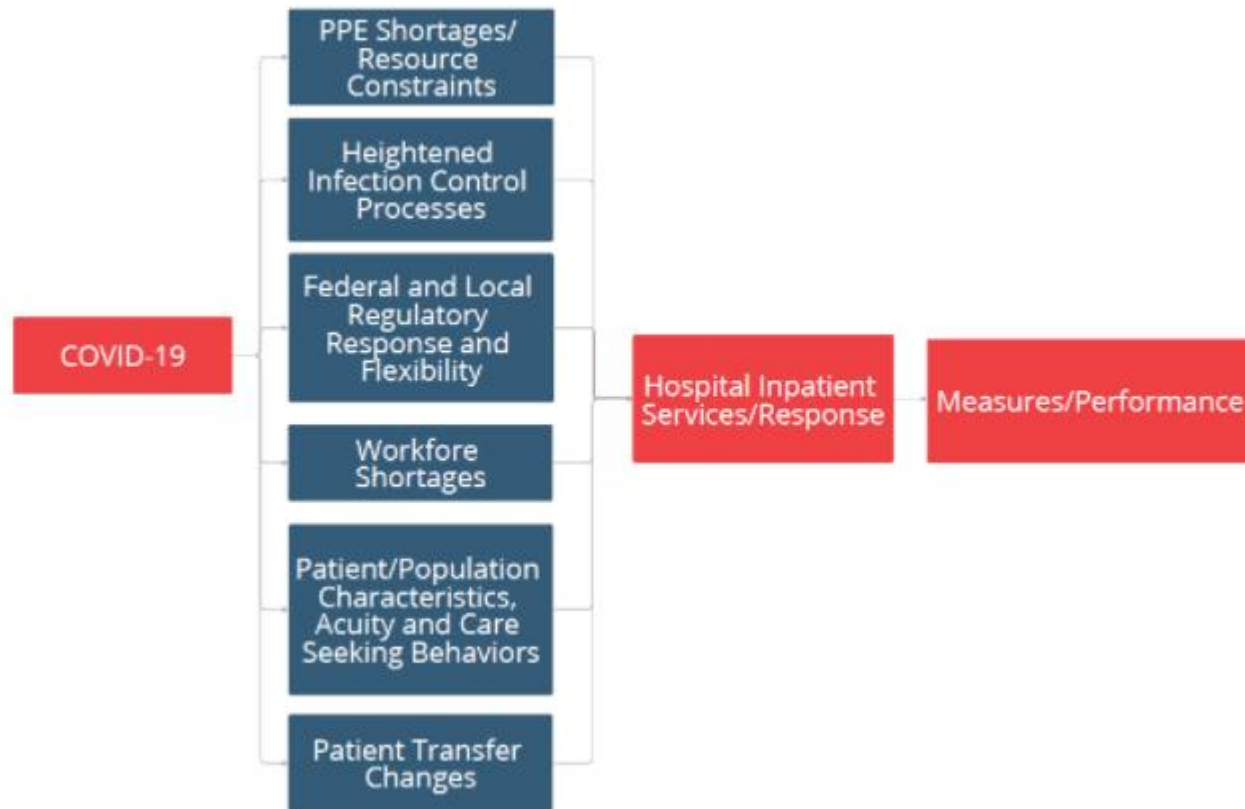
# Patient Experience (22%)

- This category includes survey data from the HCHAPS survey
- ZSFG performed best on the Cleanliness and Quietness of Hospital Environment and Overall rating of hospital questions
- ZSFG's biggest opportunities are Communication with Nurses and Staff Response

# Timely and Effective Care (12%)

- ZSFG's lowest performing area
- Broad category that considers utilization, flow, effective care and surveillance
- ZSFG performed best on elective delivery prior to 39 weeks completed gestation
- ZSFG's biggest opportunities are in ED patients left without being seen and MRI Lumbar Spine for low back pain

# Impact of COVID on Reporting



Source: Salzberg and Kahn. COVID-19 will upend Hospital Reporting and Value-Based Programs for Years to Come. Health Affairs Blog. <https://www.healthaffairs.org/doi/10.1377/hblog20210520.815024/full/>

# Recommendations

- Continue colon SSI improvement work and PSI-90 CDI review process
- Support continued readmission reduction improvement work
- Work with new patient experience vendor to identify focus areas and implement best practices
- Review hospital visits after outpatient chemotherapy and surgery and MRI lumbar spine for low back pain cases for improvement opportunities