



Hospital Quality and Safety

What does WHA do to Measure Hospital Quality and Safety?

WHA uses information from two healthcare websites to measure the quality of care, service and safety in the Health Plan's contracted hospitals. The two websites are the Leapfrog Group and Cal Hospital Compare. WHA's contracted hospitals all report information to these two groups.

Who is the Leapfrog Group?

The Leapfrog Group, whose members include 160+ companies and organizations that buy health care, works to make major health care quality and safety improvement "leaps" by identifying hospitals that:

- Use computers to order procedures, tests and medications (Leap 1);
- Use specially trained doctors and staff to treat patients in intensive care units (Leap 2);
- Have a lot of experience and good results for certain high risk procedures (Leap 3); and
- Have put in place certain steps to reduce medical mistakes (Leap 4).

Each year hospitals voluntarily report to the Leapfrog Group information regarding their hospital quality and safety practices in the areas listed above. Their responses to the survey are scored and posted on the Leapfrog website.

What is Cal Hospital Compare?

The Cal Hospital Compare website resulted from the efforts of three independent organizations whose focus was on improving health care quality. The site displays voluntarily submitted information representing over 86% of California's acute care hospital admissions. The conditions and procedures rated on the site represent the five most common reasons for a hospital admission (heart attack, heart failure, heart bypass surgery, pneumonia and maternity services). Hospitals are also rated on the patient's experience in the ICU or on a medical, surgical or maternity unit and on the hospital's adherence to recommended patient safety practices.

How Can I Learn More and Access Survey Results?

To get more details about Leapfrog and review the latest survey results, go to the Leapfrog website at www.leapfroggroup.org, and click on the "For Consumers" Tab. A link will direct you to Leapfrog's Hospital Quality and Safety Survey, and results for WHA's contracted hospitals.

To get more information about Cal Hospital Compare and to review their findings, go to the Cal Hospital Compare website at www.calhospitalcompare.org.

Where can I get more information?

TDD/TTY service is available for the hearing or speech-impaired, Monday through Friday, 8:00 am to 5:00 pm in either English or Spanish, by calling: (888) 877-5378, or you can dial 711. Should you have need for a translator face-to-face or over the phone, contact the **WHA Member Services Department**, Monday through Friday, 8:00 am to 5:00 pm, or (888) 563-2250 toll free.

WHA tiene representantes que hablan español para ayudarle. Para información o asistencia en español, llame por favor al (888) 563-2250.

Public document: This is a general guide only. Consult your Evidence of Coverage (EOC) booklet for a detailed description of benefits and limitations.

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