

Hospital Equity Measures Report

General Information

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|---|---|
| Report Type: | Hospital Equity Measures Report |
| Year: | 2024 |
| Hospital Name: | SEQUOIA HOSPITAL |
| Facility Type: | General Acute Care Hospital |
| Hospital HCAI ID: | 106410891 |
| Report Period: | 1/1/2024 - 12/31/2024 |
| Status: | Submitted |
| Due Date: | 09/30/2025 |
| Last Updated: | 02/03/2026 |
| Hospital Location with Clean Water and Air: | Y |
| Hospital Web Address for Equity Report: | https://www.dignityhealth.org/bayarea/locations/sequoia |

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.

30398

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 | 27527 | 30398 | 90.6 |
| Spanish Language | 2525 | 30398 | 8.3 |
| Asian Pacific Islander Languages | 178 | 30398 | 0.6 |
| Middle Eastern Languages | 47 | 30398 | 0.2 |
| American Sign Language | suppressed | 30398 | suppressed |
| Other Languages | suppressed | 30398 | suppressed |

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

2784

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

3598

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

77.4

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 | 71 | 2.6 | 0 | 0 |
| Housing Instability | 37 | 1 | 0 | 0 |
| Transportation Problems | 183 | 6.6 | 0 | 0 |
| Utility Difficulties | 56 | 2 | 0 | 0 |
| Interpersonal Safety | 53 | 1.9 | 0 | 0 |

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?"

785

Total number of respondents to HCAHPS Question 19

826

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

95

Total number of people surveyed on HCAHPS Question 19

3059

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

27

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?"

727

Total number of respondents to HCAHPS Question 17

826

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

88

Total number of people surveyed on HCAHPS Question 17

3059

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

27

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

suppressed

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

suppressed

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

suppressed

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 | | | |
| Asian | 0 | 14 | 0 |
| Black or African American | suppressed | suppressed | suppressed |
| Hispanic or Latino | suppressed | suppressed | suppressed |
| Middle Eastern or North African | | | |
| Multiracial and/or Multiethnic (two or more | | | |
| Native Hawaiian or Pacific Islander | | | |
| White | suppressed | suppressed | suppressed |
| 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 | | | |
| Age 18 to 34 | suppressed | suppressed | suppressed |
| Age 35 to 49 | suppressed | suppressed | suppressed |
| Age 50 to 64 | suppressed | suppressed | suppressed |
| Age 65 Years and Older | suppressed | suppressed | suppressed |
| 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 | suppressed | suppressed | suppressed |
| Male | suppressed | suppressed | suppressed |
| 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 | suppressed | suppressed | suppressed |
| Medicaid | suppressed | suppressed | suppressed |
| Private | 0 | 17 | 0 |
| Self-Pay | suppressed | suppressed | suppressed |
| Other | suppressed | suppressed | suppressed |

| 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 | suppressed | suppressed | suppressed |
| Spanish Language | suppressed | suppressed | suppressed |
| Asian Pacific Islander Languages | | | |
| Middle Eastern Languages | | | |
| American Sign Language | | | |
| Other/Unknown Languages | suppressed | suppressed | suppressed |

| 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

suppressed

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

suppressed

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

suppressed

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 | | | |
| Asian | suppressed | suppressed | suppressed |
| Black or African American | suppressed | suppressed | suppressed |
| Hispanic or Latino | suppressed | suppressed | suppressed |
| Middle Eastern or North African | | | |
| Multiracial and/or Multiethnic (two or more | | | |
| Native Hawaiian or Pacific Islander | suppressed | suppressed | suppressed |
| White | suppressed | suppressed | suppressed |
| 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 | | | |
| Age 18 to 34 | suppressed | suppressed | suppressed |
| Age 35 to 49 | suppressed | suppressed | suppressed |
| Age 50 to 64 | suppressed | suppressed | suppressed |
| Age 65 Years and Older | 0 | 25 | 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 | suppressed | suppressed | suppressed |
| Male | suppressed | suppressed | suppressed |
| 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 | 0 | 26 | 0 |
| Medicaid | suppressed | suppressed | suppressed |
| Private | suppressed | suppressed | suppressed |
| Self-Pay | | | |
| Other | suppressed | suppressed | suppressed |

| 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 | suppressed | suppressed | suppressed |
| Spanish Language | suppressed | suppressed | suppressed |
| Asian Pacific Islander Languages | | | |
| Middle Eastern Languages | | | |
| American Sign Language | | | |
| Other/Unknown Languages | | | |

| 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

148

Total number of nulliparous NTSV patients

541

Rate of NTSV patients with Cesarean deliveries

0.274

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 | suppressed | suppressed | suppressed |
| Asian | suppressed | suppressed | suppressed |
| Black or African American | suppressed | suppressed | suppressed |
| Hispanic or Latino | suppressed | suppressed | suppressed |
| Middle Eastern or North African | | | |
| Multiracial and/or Multiethnic (two or more races) | suppressed | suppressed | suppressed |
| Native Hawaiian or Pacific Islander | suppressed | suppressed | suppressed |
| White | suppressed | suppressed | suppressed |
| Age | Number of NTSV patients with cesarean deliveries | Total number of NTSV patients | Rate of NTSV patients with Cesarean deliveries (%) |
| Age < 18 | suppressed | suppressed | suppressed |
| Age 18 to 29 | suppressed | suppressed | suppressed |
| Age 30 to 39 | 112 | 428 | 0.262 |
| Age 40 Years and Older | suppressed | suppressed | suppressed |
| 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 | | |
| Medicaid | 0 | | |
| Private | 0 | | |
| Self-Pay | 0 | | |
| Other | 148 | 541 | 0.274 |
| Preferred Language | Number of NTSV patients with cesarean deliveries | Total number of NTSV patients | Rate of NTSV patients with Cesarean deliveries (%) |
| English Language | suppressed | suppressed | suppressed |
| Spanish Language | suppressed | suppressed | suppressed |
| Asian Pacific Islander Languages | suppressed | suppressed | suppressed |
| Middle Eastern Languages | 0 | | |
| American Sign Language | 0 | | |
| Other/Unknown Languages | suppressed | suppressed | suppressed |

| 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
112.1

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 | | |
| Asian | suppressed | suppressed | suppressed |
| Black or African American | suppressed | suppressed | suppressed |
| Hispanic or Latino | suppressed | suppressed | suppressed |
| Middle Eastern or North African | | | |
| Multiracial and/or Multiethnic (two or more races) | suppressed | suppressed | suppressed |
| Native Hawaiian or Pacific | suppressed | suppressed | suppressed |
| White | suppressed | suppressed | suppressed |
| 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 | | |
| Age 18 to 29 | suppressed | suppressed | suppressed |
| Age 30 to 39 | suppressed | suppressed | suppressed |
| Age 40 Years and Older | suppressed | suppressed | suppressed |
| 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 | | |
| Medicaid | 0 | | |
| Private | 0 | | |
| Self-Pay | 0 | | |
| Other | suppressed | suppressed | suppressed |

| 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 | suppressed | suppressed | suppressed |
| Spanish Language | suppressed | suppressed | suppressed |
| Asian Pacific Islander Languages | suppressed | suppressed | suppressed |
| Middle Eastern Languages | suppressed | suppressed | suppressed |
| American Sign Language | 0 | | |
| Other/Unknown Languages | 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

16

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

21

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

76.2

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 | 0 | | |
| Asian | suppressed | suppressed | suppressed |
| Black or African American | 0 | | |
| Hispanic or Latino | 0 | | |
| Middle Eastern or North African | | | |
| Multiracial and/or Multiethnic (two or more races) | 0 | | |
| Native Hawaiian or Pacific | 0 | | |
| White | suppressed | suppressed | suppressed |

| 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 | 0 | | |
| Age 18 to 29 | suppressed | suppressed | suppressed |
| Age 30 to 39 | suppressed | suppressed | suppressed |
| Age 40 Years and Older | suppressed | suppressed | suppressed |

| 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 | 0 | | |
| Medicaid | 0 | | |
| Private | 0 | | |
| Self-Pay | 0 | | |
| Other | suppressed | suppressed | suppressed |

| 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 | suppressed | suppressed | suppressed |
| Spanish Language | 0 | | |
| Asian Pacific Islander Languages | 0 | | |
| Middle Eastern Languages | 0 | | |
| American Sign Language | 0 | | |
| Other/Unknown Languages | suppressed | suppressed | suppressed |

| 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

312

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

3148

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

9.9

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 | | | |
| Asian | 36 | 512 | 7 |
| Black or African American | suppressed | suppressed | suppressed |
| Hispanic or Latino | 21 | 258 | 8.1 |
| Middle Eastern or North African | | | |
| Multiracial and/or Multiethnic (two or more races) | suppressed | suppressed | suppressed |
| Native Hawaiian or Pacific Islander | suppressed | suppressed | suppressed |
| White | 232 | 2153 | 10.8 |
| Age | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Age 18 to 34 | suppressed | suppressed | suppressed |
| Age 35 to 49 | suppressed | suppressed | suppressed |
| Age 50 to 64 | 29 | 380 | 7.6 |
| Age 65 Years and Older | 250 | 1982 | 12.6 |
| Sex assigned at birth | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Female | 153 | 1853 | 8.3 |
| Male | 159 | 1295 | 12.3 |
| Unknown | | | |
| Payer Type | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Medicare | 240 | 1828 | 13.1 |
| Medicaid | 12 | 151 | 7.9 |
| Private | 59 | 1125 | 5.2 |
| Self-Pay | 0 | 13 | 0 |
| Other | 0 | 27 | 0 |
| Preferred Language | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| English Language | 295 | 3020 | 9.8 |
| Spanish Language | suppressed | suppressed | suppressed |
| Asian Pacific Islander Languages | suppressed | suppressed | suppressed |
| Middle Eastern Languages | suppressed | suppressed | suppressed |
| American Sign Language | | | |
| Other/Unknown Languages | suppressed | suppressed | suppressed |

| 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

66

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

605

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

10.9

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 | | | |
| Asian | suppressed | suppressed | suppressed |
| Black or African American | suppressed | suppressed | suppressed |
| Hispanic or Latino | suppressed | suppressed | suppressed |
| Middle Eastern or North African | | | |
| Multiracial and/or Multiethnic (two or more races) | | | |
| Native Hawaiian or Pacific Islander | suppressed | suppressed | suppressed |
| White | suppressed | suppressed | suppressed |
| Age | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Age 18 to 34 | suppressed | suppressed | suppressed |
| Age 35 to 49 | suppressed | suppressed | suppressed |
| Age 50 to 64 | suppressed | suppressed | suppressed |
| Age 65 Years and Older | suppressed | suppressed | suppressed |
| Sex assigned at birth | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Female | suppressed | suppressed | suppressed |
| Male | suppressed | suppressed | suppressed |
| Unknown | | | |
| Payer Type | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Medicare | suppressed | suppressed | suppressed |
| Medicaid | suppressed | suppressed | suppressed |
| Private | suppressed | suppressed | suppressed |
| Self-Pay | suppressed | suppressed | suppressed |
| Other | suppressed | suppressed | suppressed |
| Preferred Language | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| English Language | suppressed | suppressed | suppressed |
| Spanish Language | suppressed | suppressed | suppressed |
| Asian Pacific Islander Languages | suppressed | suppressed | suppressed |
| Middle Eastern Languages | suppressed | suppressed | suppressed |
| American Sign Language | | | |
| Other/Unknown Languages | | | |

| 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

15

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

95

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

15.8

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 | | | |
| Asian | suppressed | suppressed | suppressed |
| Black or African American | suppressed | suppressed | suppressed |
| Hispanic or Latino | suppressed | suppressed | suppressed |
| Middle Eastern or North African | | | |
| Multiracial and/or Multiethnic (two or more races) | | | |
| Native Hawaiian or Pacific Islander | | | |
| White | suppressed | suppressed | suppressed |
| Age | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Age 18 to 34 | suppressed | suppressed | suppressed |
| Age 35 to 49 | suppressed | suppressed | suppressed |
| Age 50 to 64 | suppressed | suppressed | suppressed |
| Age 65 Years and Older | suppressed | suppressed | suppressed |
| Sex assigned at birth | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Female | suppressed | suppressed | suppressed |
| Male | suppressed | suppressed | suppressed |
| Unknown | | | |
| Payer Type | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Medicare | suppressed | suppressed | suppressed |
| Medicaid | suppressed | suppressed | suppressed |
| Private | suppressed | suppressed | suppressed |
| Self-Pay | suppressed | suppressed | suppressed |
| Other | suppressed | suppressed | suppressed |
| Preferred Language | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| English Language | suppressed | suppressed | suppressed |
| Spanish Language | | | |
| Asian Pacific Islander Languages | | | |
| Middle Eastern Languages | | | |
| American Sign Language | | | |
| Other/Unknown Languages | suppressed | suppressed | suppressed |

| 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

suppressed

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

suppressed

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

suppressed

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 | | | |
| Asian | suppressed | suppressed | suppressed |
| Black or African American | suppressed | suppressed | suppressed |
| Hispanic or Latino | suppressed | suppressed | suppressed |
| Middle Eastern or North African | | | |
| Multiracial and/or Multiethnic (two or more races) | | | |
| Native Hawaiian or Pacific Islander | | | |
| White | suppressed | suppressed | suppressed |
| Age | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Age 18 to 34 | suppressed | suppressed | suppressed |
| Age 35 to 49 | suppressed | suppressed | suppressed |
| Age 50 to 64 | suppressed | suppressed | suppressed |
| Age 65 Years and Older | suppressed | suppressed | suppressed |
| Sex assigned at birth | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Female | suppressed | suppressed | suppressed |
| Male | suppressed | suppressed | suppressed |
| Unknown | | | |
| Payer Type | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Medicare | suppressed | suppressed | suppressed |
| Medicaid | suppressed | suppressed | suppressed |
| Private | suppressed | suppressed | suppressed |
| Self-Pay | suppressed | suppressed | suppressed |
| Other | suppressed | suppressed | suppressed |
| Preferred Language | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| English Language | suppressed | suppressed | suppressed |
| Spanish Language | suppressed | suppressed | suppressed |
| Asian Pacific Islander Languages | | | |
| Middle Eastern Languages | | | |
| American Sign Language | | | |
| Other/Unknown Languages | | | |

| 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

225

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

2368

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

9.5

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 | | | |
| Asian | suppressed | suppressed | suppressed |
| Black or African American | suppressed | suppressed | suppressed |
| Hispanic or Latino | suppressed | suppressed | suppressed |
| Middle Eastern or North African | | | |
| Multiracial and/or Multiethnic (two or more races) | suppressed | suppressed | suppressed |
| Native Hawaiian or Pacific Islander | suppressed | suppressed | suppressed |
| White | suppressed | suppressed | suppressed |
| Age | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Age 18 to 34 | suppressed | suppressed | suppressed |
| Age 35 to 49 | suppressed | suppressed | suppressed |
| Age 50 to 64 | suppressed | suppressed | suppressed |
| Age 65 Years and Older | suppressed | suppressed | suppressed |
| Sex assigned at birth | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Female | 106 | 1378 | 7.7 |
| Male | 119 | 990 | 12 |
| Unknown | | | |
| Payer Type | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| Medicare | suppressed | suppressed | suppressed |
| Medicaid | suppressed | suppressed | suppressed |
| Private | suppressed | suppressed | suppressed |
| Self-Pay | suppressed | suppressed | suppressed |
| Other | 0 | 19 | 0 |
| Preferred Language | Number of inpatient readmissions | Total number of admitted patients | Readmission rate (%) |
| English Language | suppressed | suppressed | suppressed |
| Spanish Language | suppressed | suppressed | suppressed |
| Asian Pacific Islander Languages | suppressed | suppressed | suppressed |
| Middle Eastern Languages | suppressed | suppressed | suppressed |
| American Sign Language | | | |
| Other/Unknown Languages | suppressed | suppressed | suppressed |

| 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 | Expected Payor | Medicare | 11.5 | Private | 4.7 | 4.9 |
| HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate | Expected Payor | Medicaid | 7.3 | Private | 4.7 | 3.1 |
| HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate | Age (excluding maternal measures) | 65 and older | 10.9 | 50 to 64 | 7.1 | 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 | 11.0 | Female | 7.1 | 1.5 |
| HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate | Race and/or Ethnicity | White | 9.4 | Asian | 6.3 | 1.5 |
| HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate | Race and/or Ethnicity | Hispanic or Latino | 7.4 | Asian | 6.3 | 1.2 |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Plan to address disparities identified in the data

Sequoia Hospital analyzed the year end 2024 health data for potential health equity disparities in the population we serve. The analysis revealed that Sequoia Hospital's 30-day readmission data for 2023-2024 reveals several key disparities. The top 6 identified disparities are in these four categories:

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Age: Higher rates in age groups 65+ compared to the 50-64 year old reference group.

Insurance: Higher rates in Medicare and Medicaid populations compared to the privately insured reference group.

Sex: Higher rates in the male population compared to the female reference population.

Race/Ethnicity: Higher rates in White and Latino populations compared to the Asian reference group.

•

Sequoia Medicare patients exhibit the highest readmission rates, followed by Medicaid patients.

Readmissions are also significantly higher in the age 65 and older group, among male patients, and within the White race/ethnicity group. For most of these identified disparities (Medicare, Medicaid, age 65+, male, and White ethnicity), readmission rates have shown a positive trend, decreasing since 2023 to their lowest in 2024 due to ongoing performance improvement efforts. However, the Hispanic/Latino race/ethnicity group stands out as the second-highest race/ethnicity for readmissions and has experienced a slight increase in overall readmissions since 2023, prompting the identification of specific initiatives to address this particular disparity.

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Sequoia Hospital: 2025 Strategy for Adult All-Cause Readmission Reduction: In 2025, Sequoia Hospital aims to significantly reduce adult all-cause readmission rates to at or below 2.5% by the close of CY 2025 improving upon our CY 2024 baseline. This strategic initiative integrates ongoing efforts from Care Coordination and collaborating departments, supported by a newly established readmission workgroup.

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Our approach includes:

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Data-Driven Analysis:

-Thorough case review and stratification by age, sex, payor, race/ethnicity, and critical diagnoses

such as Sepsis and Heart Failure to pinpoint key drivers.▫

▫

Proactive Risk Mitigation:▫

-Implementing an electronic application for early identification of readmission risks during admission and pre-discharge.▫

-Conducting post-discharge follow-up calls by hospital healthcare workers to address social determinants of health and facilitate subsequent appointments.▫

-Providing targeted education on readmission risks to Home Health services, particularly for high-risk populations like Heart Failure patients and Sepsis patients.▫

▫

Comprehensive Patient Support:▫

-Ensuring communication in the patient's preferred language from admission through discharge.▫

-Facilitating timely primary care follow-up.▫

-Verifying complete understanding of discharge medications and instructions for at-risk patients.▫

-Appropriate treatment in the Emergency Department (ie Unconscious Bias Training, equipping them to provide more empathetic, unbiased, and safe care)▫

-Appropriate treatment for any identified trauma related needs when admitted▫

-Providing appropriate transportation services where identified

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

At Sequoia Hospital, we believe in providing compassionate, high-quality, and individualized care for everyone, respecting their race, origin, abilities, age, sexual orientation, gender identity, and other protected characteristics. We uphold every patient's right to have their cultural, spiritual, and personal values respected, ensuring their privacy and dignity throughout their care. Recognizing that some patients may have specific sensitivities about modesty or physical contact, our staff are trained to explain procedures clearly, obtain informed consent, and pay close attention to any signs of discomfort. To truly understand and honor each patient's care choices, we prioritize asking key questions right from admission. We've launched the following initiatives to support this:▫

▫

*Performance Indicator: Achieved 80% participation rate in Race, Ethnicity, and Language (REaL) data collection video training among Patient Registration Staff. ▫

Impact: This achievement ensures that staff are now equipped with the necessary skills to collect sensitive demographic data with cultural humility. This high level of completion provides the hospital with a more accurate and comprehensive understanding of our diverse patient population, which is essential for personalizing care, informing our equity efforts, and evaluating their effectiveness.▫

▫

*Performance Indicator: Provide hospital wide trauma Informed PEARR Training. The PEARR Tool stands for Provide privacy, Educate, Ask, Respect & Respond.▫

Impact: This 100% achievement shows that staff are able to skillfully and sensitively identify patients with signs of abuse, neglect, violence or other special needs; and provide the social work consultations to provide trauma-informed victim assistance

Patient safety

Patient safety fundamentally relies on effective communication. When a patient's language preference is not respected and accommodated, a critical breakdown in this communication occurs, leading to a cascade of potential safety risks. A patient's language preference is a prerequisite for accurate diagnosis, safe treatment, informed decision-making, and ultimately, the delivery of high-quality, patient-centered care. It directly impacts the patient's ability to participate effectively in their own health journey and for healthcare providers to deliver care safely and competently.

To ensure we do well, Sequoia hospital monitors this process closely to ensure that upon admission, language preference is accurately captured and documented for auditing.

*Performance Indicator: Monthly audits of ADA Preferred Language and Interpretive Service Compliance in clinical nursing departments show improved adherence, leading to enhanced patient safety and reduced misunderstandings caused by clear communication.

Impact: The achievement of this language compliance goal directly translates into enhanced patient safety and access to care. Clear communication, facilitated by preferred language services, is critical in preventing misunderstandings, medication errors, and misinterpretations.

Addressing patient social drivers of health

Sequoia Hospital staff proactively screen patients for diverse social needs including transportation, housing, food, prescription medication, substance abuse, and translation assistance, among others. Sequoia teams facilitate referrals to community benefit organizations to address these needs. In 2024, a Social Determinants of Health (SDOH) screening tool was deployed and integrated into our electronic health record (EHR) system, used to screen all adult inpatients for their specified needs. In 2024, out of 3598 qualifying encounters, 2784 (77%) completed SDOH screenings.

Transportation needs were the most frequently identified, present in 6.6% of screenings.

*Performance Indicator: Achieved 80% participation rate in social determinants of health (SDOH) screening data collection among inpatient/admitted patients.

Impact: This achievement allows Sequoia Hospital to systematically identify and understand the non-clinical factors influencing our patients' health. The collected data is crucial for gaining insights into health equity opportunities and tailoring interventions that address the broader social needs impacting patient well-being, moving beyond traditional medical care.

Performance in the priority area continued

Performance across all of the following priority areas.

Effective treatment

Sequoia Hospital's 30-day readmission data for 2023-2024 reveals several key disparities. Despite readmission rates having shown a positive trend, decreasing since 2023 to their lowest in 2024 due to ongoing performance improvement efforts, Hispanic/Latino race/ethnicity group stands out as the second-highest race/ethnicity for readmissions and has experienced a slight increase in overall readmissions since 2023, prompting the identification of specific initiatives to address this particular disparity. These initiatives include:

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*Performance Indicator: Reduction in 7 day readmissions for patients with Sepsis and Heart Failure. Common Spirit Health data reveals 34% of readmissions occur within the first seven days for patients with a high readmission score or discharged with the initial diagnosis of sepsis, heart failure, COPD, or pneumonia.

Impact: Readmissions can result from various reasons including lack of compliance or inability to fill

prescriptions, lack of medical follow-up, and the missed opportunity to provide critical patient resources. A focus on assessing the patient's ability to manage health care needs, identifying social determinants or barriers to accessing health care, and integrating supportive community resources when needed are crucial components in the prevention of readmissions.

Care coordination

Sequoia Hospital's Care Coordination Program offers targeted support for patients managing complex or chronic health conditions. Eligible patients are assigned a dedicated personal Case Manager who provides individualized support and assistance. These Case Managers collaborate closely with primary care physicians, leveraging additional support from other healthcare providers as necessary, to ensure patients successfully achieve their health goals. ☐

☐ A critical component of this program is our proactive approach to Social Determinants of Health (SDOH). When a patient screens positive for an SDOH need, they are immediately provided a care coordination consultation to initiate program benefits. ☐

Through the Sequoia Hospital SDOH Program, specific community needs like transportation and homelessness have been identified as crucial areas for community awareness initiatives and strategic partnerships, further extending our reach beyond direct clinical care. ☐

☐

*Performance Indicator: A high participation rate in SDOH data collection was achieved and 144 social worker consults were made from the program. ☐

Impact: The successful integration of SDOH data into our systems significantly enhances our care coordination capabilities. This data allows staff to preemptively identify patients who require additional support, such as social work referrals or post-discharge resources, ensuring smoother transitions and continuity of care that addresses both clinical and social needs. ☐

☐

*Performance Indicator: An analysis of SDOH data identified transportation as the most frequent patient need accounting for 6.6% of patients screened. Community Health has provided our care coordination team with a "Senior Mobility Guide" on transportation that includes free or discounted transportation services available in San Mateo County. ☐

Impact: Providing patients with transportation resources upon discharge facilitates access to medications and crucial follow-up care which is a major factor in preventing the worsening of conditions leading to readmissions. ☐

☐

*Performance Indicator: 25% of Community Health Improvement grant funds were strategically allocated towards housing and homelessness initiatives. ☐

Impact: This direct and significant financial commitment is a proactive stance in addressing one of the most critical and fundamental non-financial barriers to consistent healthcare access and adherence: housing instability. A stable living environment is a prerequisite for individuals to consistently access medical appointments, store and take medications, and manage chronic conditions effectively. This achievement strengthens our external partnerships and demonstrates our powerful commitment to improving overall community health and equitable access by tackling root cause social issues

Access to care

Sequoia Hospital's 24/7 Emergency Department (ED) serves as the primary and most critical gateway to care for our community's emergency needs, ensuring access at all times. This foundational commitment is further enhanced by a multi-faceted approach that addresses every aspect of equitable access, from physical entry to culturally competent care, and informed community collaboration. Sequoia Hospital's Emergency Department actively addresses barriers, cultivates empathy, amplifies community voices, and empowers informed collaboration to build a

truly equitable and accessible healthcare landscape for all residents of San Mateo County.◊

◊

Key performance indicators and their impact highlight these efforts:◊

◊

*Performance Indicator: All Emergency Department staff completed Unconscious Bias Training, equipping them to provide more empathetic, unbiased, and safe care from the patient's initial point of contact.◊

Impact: The DEIB Training (specifically Unconscious Bias Training) undergone by all ED staff ensures that this initial point of contact is not only physically accessible but also empathetic, unbiased, and safe. This training directly translates into staff being better equipped to mitigate their own biases, fostering an open, empathetic, and accurate approach to patient assessment and care. This is crucial in a high-stress environment, guaranteeing that all patients feel safe, respected, and receive unbiased care from the moment they enter the ED. This immediate positive interaction is a fundamental element of equitable access.◊

◊

*Performance Indicator: The Community Advisory Committee (CAC) includes individuals from underrepresented communities, ensuring diverse perspectives inform hospital strategies, identify hidden access challenges, and lead to more culturally competent solutions.◊

Impact: By intentionally diversifying the CAC, we have ensured that the hospital is directly informed by the lived experiences, perspectives, and nuanced needs of communities that have historically faced significant barriers to care or been marginalized. A more representative CAC is invaluable in identifying subtle access challenges, cultural insensitivities, and logistical hurdles that might otherwise be overlooked, leading to the development of more culturally competent, responsive, and ultimately effective solutions that genuinely expand access for our full community. ◊

◊

*Performance Indicator: A professionally designed graphic presentation was integrated into the Community Health Needs Assessment (CHNA) process, significantly improving the clarity and comprehensibility of complex health disparity data for the broader community, fostering better dialogue and collaboration on health access in San Mateo County.◊

Impact: The successful integration of an accessible graphic presentation into the CHNA process has dramatically improved the clarity and comprehensibility of complex health disparity data for the broader community. This makes it significantly easier for community members to understand the specific health challenges and inequities present in San Mateo County, particularly regarding access to care. By presenting this vital information clearly and engagingly, we foster more meaningful community dialogue and collaboration. Enhanced community understanding is crucial to co-creating sustainable solutions that ultimately remove barriers and improve overall access to care and health outcomes.

Methodology Guidelines

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

Y