

Quality and Patient Safety

Our Quality Commitment

Hazel Hawkins Memorial Hospital is dedicated to the people of San Benito County to provide emergency, trauma, medical, surgical, skilled nursing, and outpatient clinic care to each of our patients. Our team consists of dedicated leaders, physicians, nurses, staff, and volunteers who are committed to delivering high quality and safe patient care.

Hazel Hawkins Memorial Hospital is accredited by The Joint Commission (TJC) that is globally recognized as a symbol of quality, which reflects our commitment to compliance with TJC quality and safety standards.



In addition, our TJC certification demonstrates our goal to provide high quality evidence-based patient care and that we continuously strive to improve the care and services we provide.

Continuous Improvement

Quality Improvement is a collaborative effort of leadership, physicians, nurses, employees, and our patients. This healthcare team takes great pride in the quality of care we deliver to our patients. A continual focus on patient experience and providing the best care to each patient demonstrates our commitment to the community we serve.

As part of our culture of safety, Hazel Hawkins Memorial Hospital has multiple performance improvement projects and teams to review patient care practices and make changes that will result in better care. Examples of these include Daily Patient Care Huddles, Diabetes Education and Treatment, Antibiotic Stewardship, Medication

Error Reduction, Sepsis Management, Infection Prevention, Patient Flow, Fall Prevention, Environmental Safety, and Hand Hygiene.

Hazel Hawkins Memorial Hospital has collaborated with multiple state and national organizations that provide support and guidance to help hospitals improve the safety of healthcare systems. Some of these include California Hospital Association, Association of California Healthcare Districts (ACHD), National Patient Safety Foundation (NPSF), BETA Healthcare Group, California Health Care Safety Net Institute, Hospital Quality Institute, California Hospital Patient Safety Organization (CHPSO), Center for Improvement in Healthcare Quality (CIHQ), and California Maternal Quality Care Collaborative (CMQCC).

In June of 2022, Hazel Hawkins Memorial Hospital was awarded the "Stroke Gold Plus with Target: Stroke Honor Roll" for the excellent care we provide to Patients who come to the hospital with signs and symptoms of a stroke. Congratulations to all the doctors, nurses and other staff who contributed to this achievement.

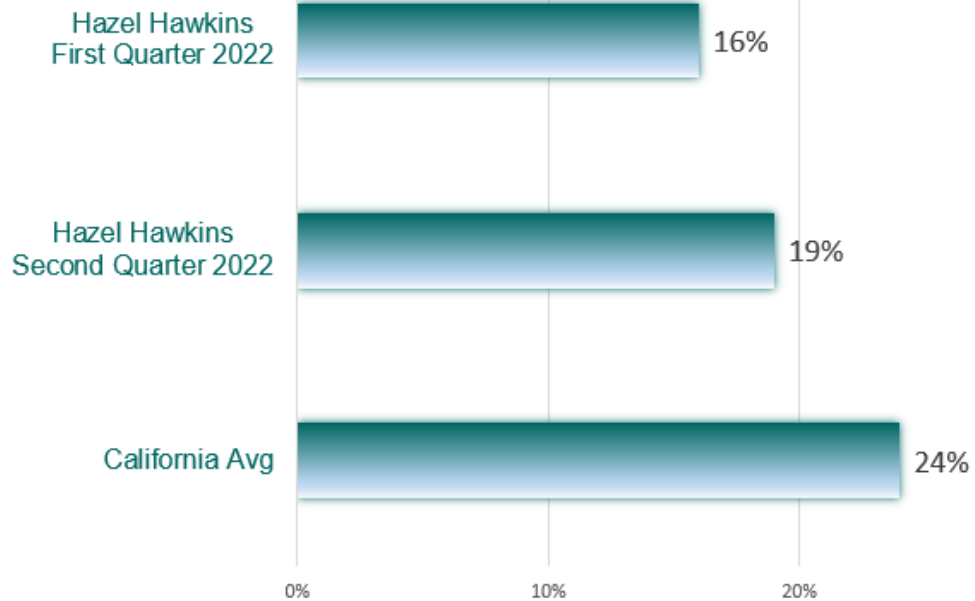


Measuring Quality

Hospitals measure quality and safety through monitoring key performance metrics. The data below demonstrates some of our improvement projects that show the excellent patient care we provide in comparison to state and national benchmarks.

Cesarean Section Rate First Delivery

Lower Rate is Better



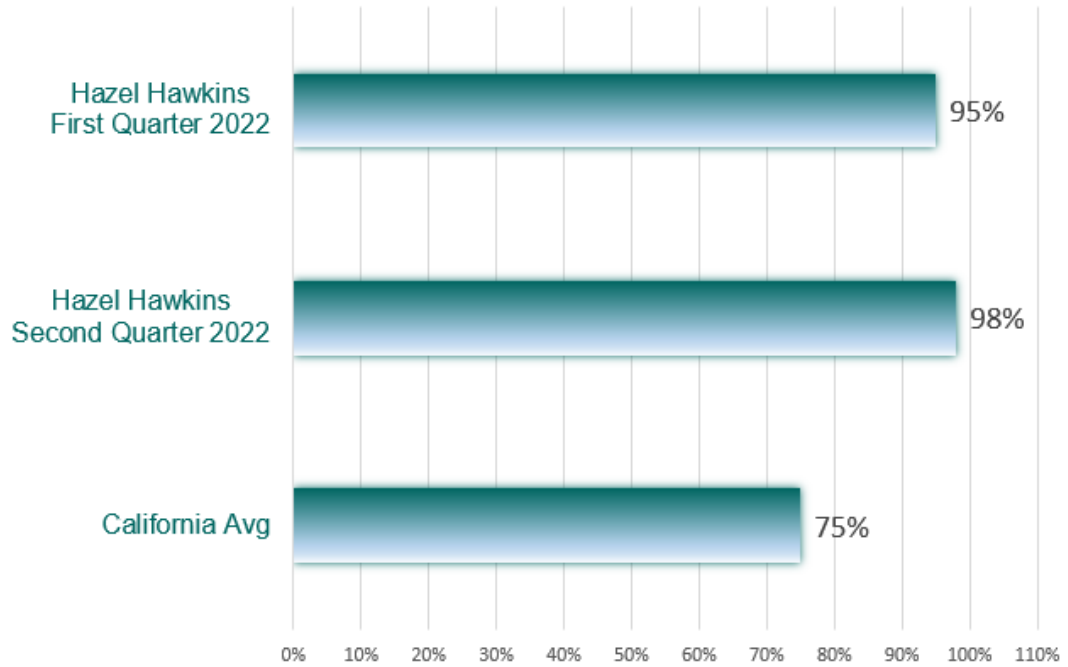
Data Source: CMQCC

Cesarean Section Rate

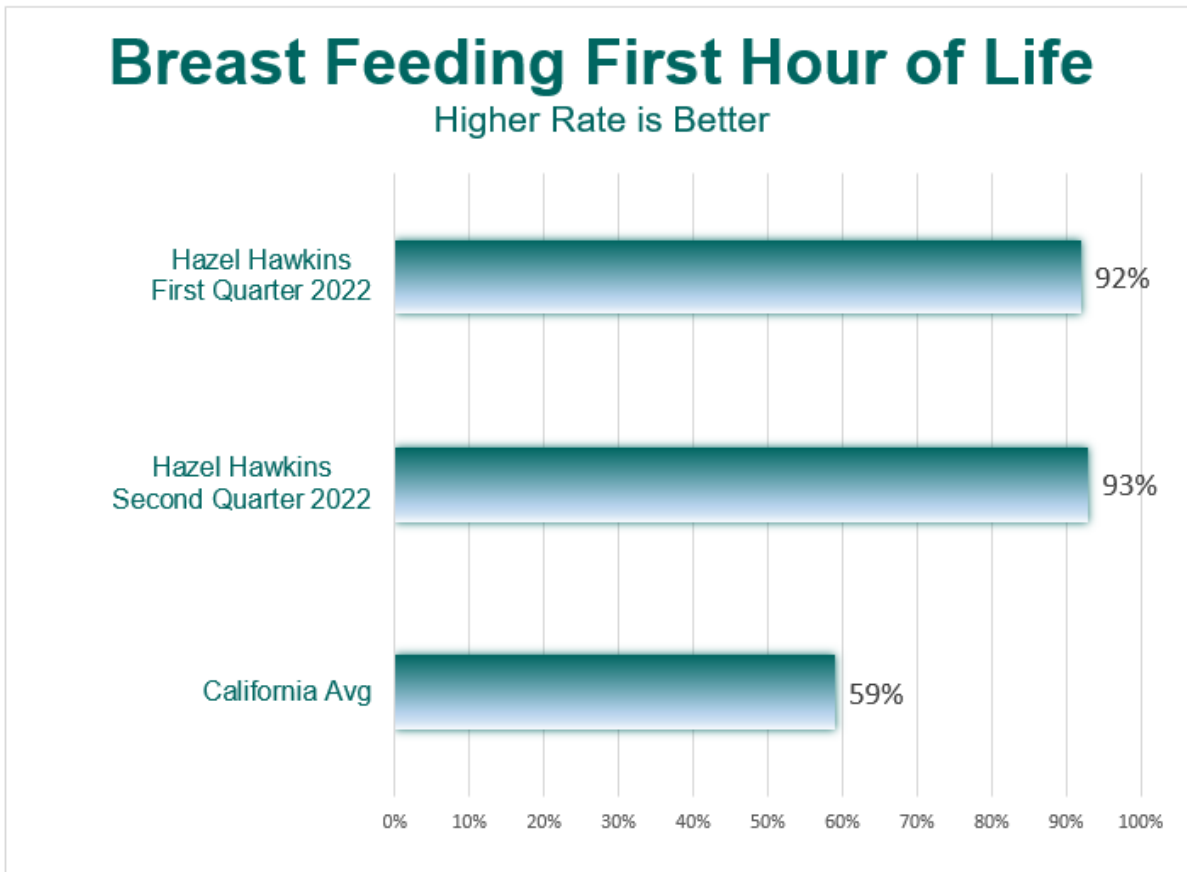
Hazel Hawkins Memorial Hospital has a lower Cesarean Section Rate than the California average for First Deliveries by promoting vaginal birth through labor positioning, reducing inductions without medical reason, and physician standardized definitions for labor progress.

Skin to Skin at Delivery

Higher Rate is Better



Data Source: CMQCC



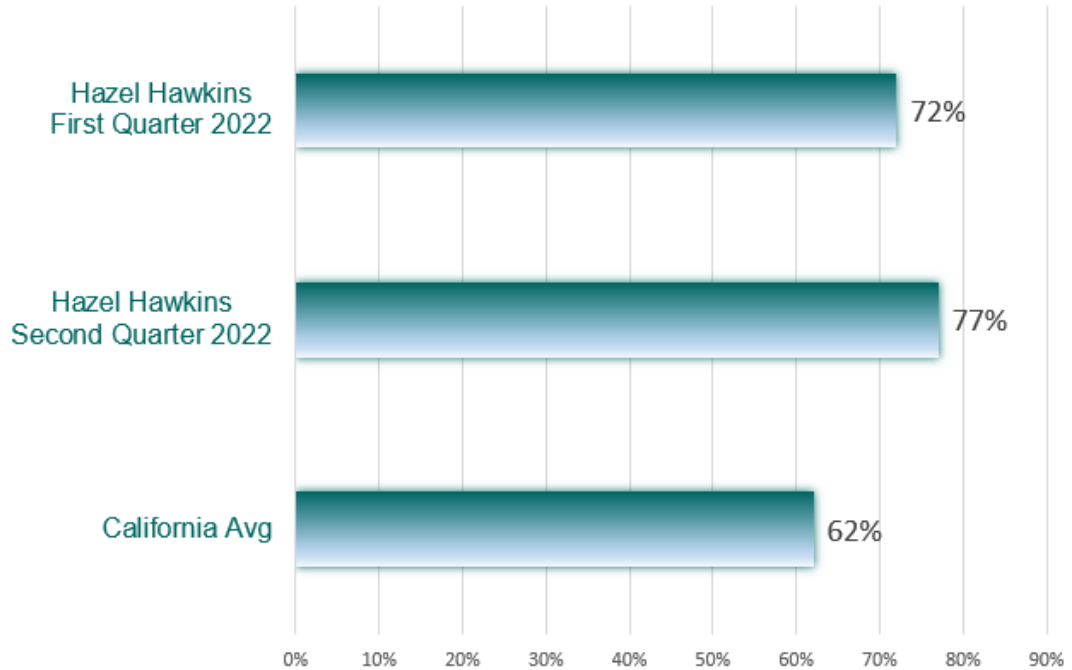
Data Source: CMQCC

Skin to Skin at Delivery and Breastfeeding First Hour of Life

The Golden Hour is a critical time when a newborn is placed on the mom skin-to-skin and fed within the first hour of life. It is uninterrupted time. There are many benefits to skin-to-skin and early breastfeeding. For the baby, it can stabilize heartbeat and breathing, more successful long-term breastfeeding, and quicker body temperature adjustment after delivery. Mom benefits from an increase in hormones that helps lower her blood pressure and stress levels, decrease post-delivery bleeding and produce more milk for breastfeeding. Support for skin-to-skin and breastfeeding in the first hour of life has been proven to increase success with exclusive breastfeeding.

Exclusive Breast Milk Feeding

Higher Rate is Better



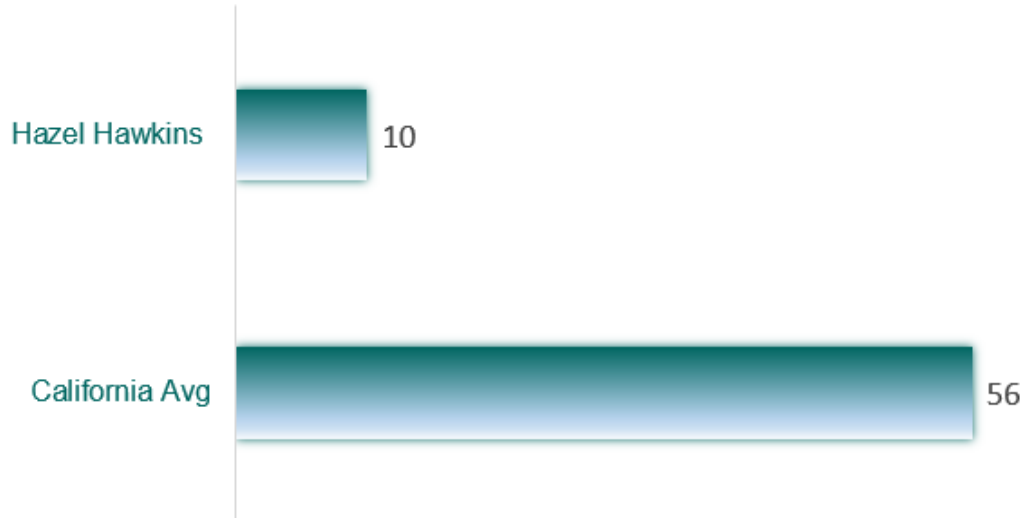
Data Source: CMQCC

Exclusive Breastfeeding - Baby Friendly

Hazel Hawkins Memorial Hospital is moving forward with the requirements to be designated as a Baby Friendly Hospital. This process involves educating moms on breastfeeding, supporting their choices, making skin-to-skin at delivery the culture, even with cesarean sections, and encouraging breastfeeding within the golden hour. Measuring improvements in exclusive breastfeeding rate is one of the requirements to achieve Baby Friendly designation.

EMERGENCY DEPARTMENT

Average Minutes from Arrival to Physician Visit
Less Time is Better



Data Source: Hospital Data, Ann Emerg Med

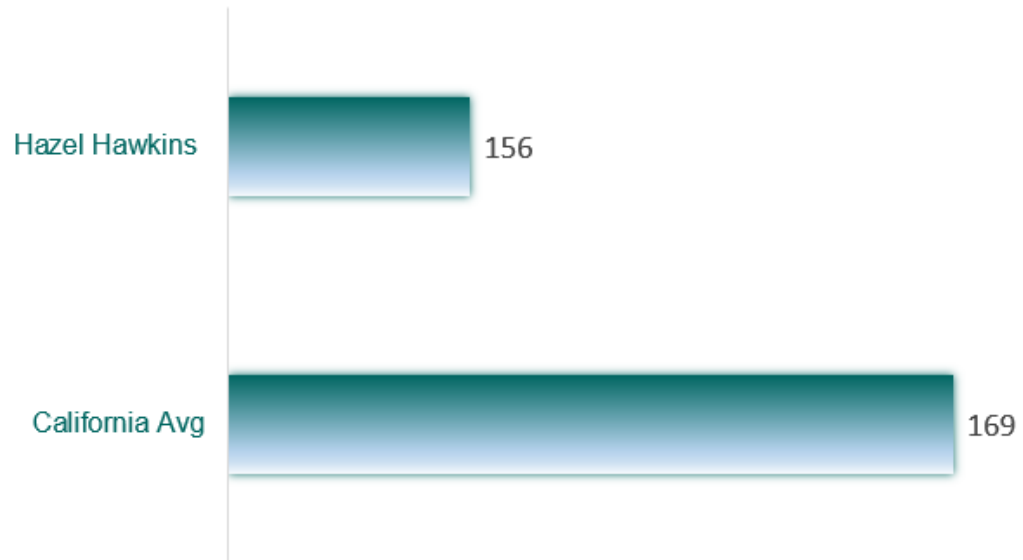
Arrival to Physician Visit

The number of minutes from patient arrival in Emergency Department to seeing a doctor is the number one concern for patients and is key for optimal patient outcomes. At Hazel Hawkins Memorial Hospital, we pride ourselves at having a much lower Door to Physician time than the average California hospital.

EMERGENCY DEPARTMENT

Average Minutes from Arrival to Departure for Discharges

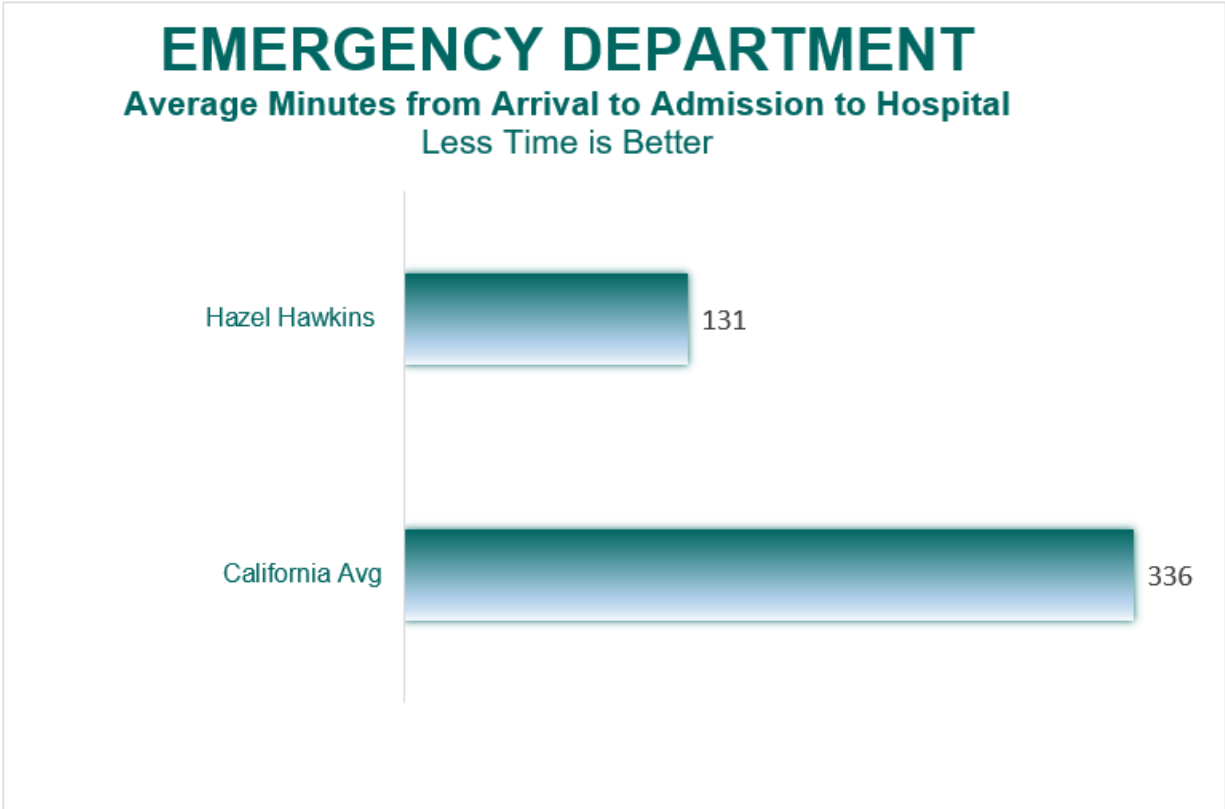
Less Time is Better



Data Source: HQI

Arrival to Discharge

Because our physicians see the Emergency Department patients so quickly, the doctor can begin evaluating the patient, ordering diagnostic testing, and initiating treatments quickly. This translates to a shorter visit for the patients. At Hazel Hawkins Memorial Hospital. As you can see, we have a much lower Arrival to Discharge time than the average California hospital.



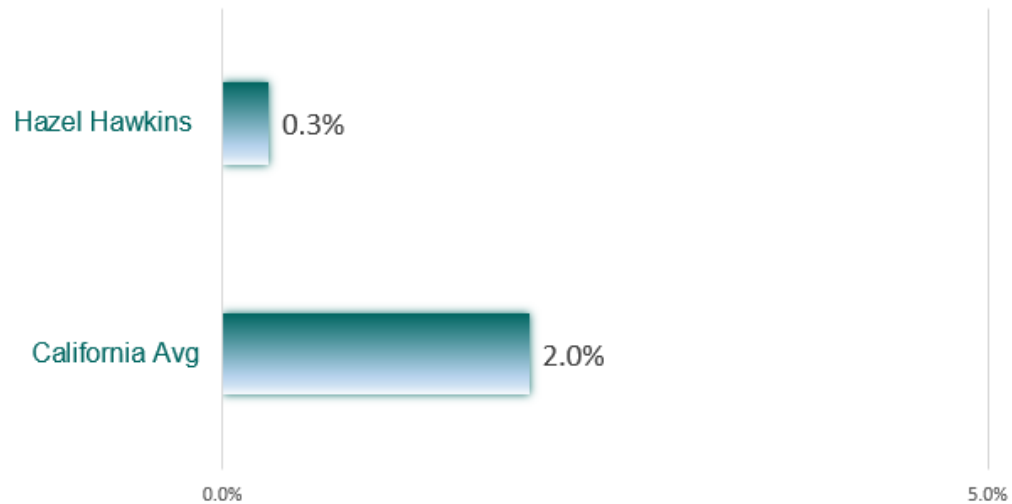
Data Source: Hospital Data, OSHPD

Arrival to Admission

Once the Emergency Department physician and other doctors evaluate the patients, a decision is made whether or not to admit the patient into the hospital. At Hazel Hawkins Memorial Hospital, we have a much lower Arrival to Admission time than the average California hospital.

EMERGENCY DEPARTMENT

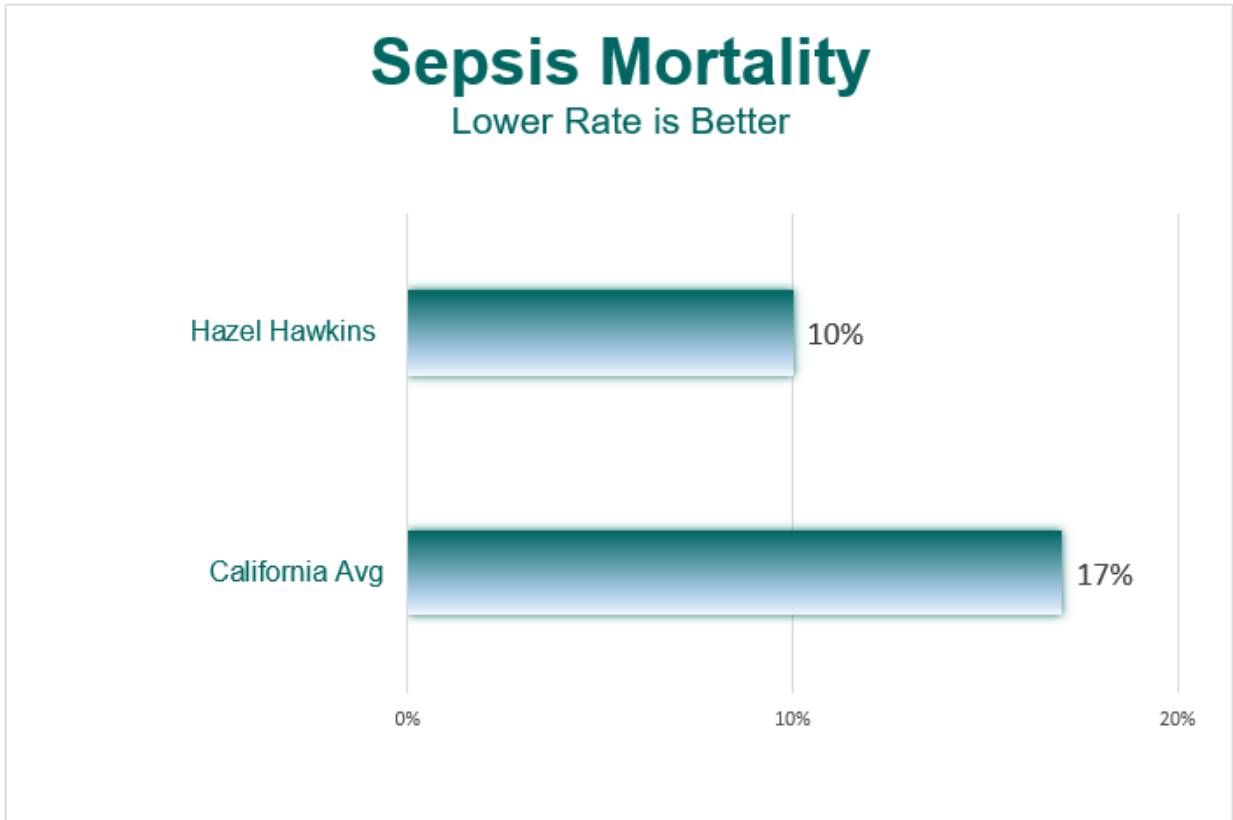
Patient Left Before Being Seen by Doctor
Lower Rate is Better



Data Source: Hospital Data, HQI

Left Without Being Seen

Some patients decide to leave the Emergency Department before they are seen by the physician. Patients may leave for various reasons such as people who decide that their illness or injury is not serious enough for them to feel they need to wait to see the doctor. At Hazel Hawkins Memorial Hospital, we are proud that we have a much lower Left Without Being Seen time than the average California hospital.



Data Source: HQT*
* data limitations due to data specificity and risk adjustment

Sepsis Mortality

Over 90% of sepsis infections start outside the hospital. Sepsis mortality is the percent of inpatients in the hospital who die from a severe infection. Lower percentage of death indicates better survival. At Hazel Hawkins Memorial Hospital, our focus on sepsis care has allowed us to have a much lower Sepsis Mortality rate than the average California hospital.

You can find more information about our quality and patient satisfaction data at <https://www.medicare.gov/hospitalcompare/search.html> where you can also compare Hazel Hawkins Memorial Hospital to other hospitals.