

# Hospital Equity Measures Report

## General Information

Report Type:	Hospital Equity Measures Report														
Year:	2024														
System Name:	Children's Hospital of Orange County System														
Principal Hospital Type:	Children Hospital														
Associated Hospitals:	<table><tr><th>Facility Name</th><th>Facility Type</th><th>HCAI ID</th><th>Address</th></tr><tr><td>RADY CHILDREN'S HOSPITAL</td><td>Children Hospital</td><td>106300032</td><td>1201 WEST LA VETA AVENUE, ORANGE, CA</td></tr><tr><td>CHILDREN'S HOSPITAL AT MISSION</td><td>Children Hospital</td><td>106304113</td><td>27700 MEDICAL CTR. RD., 5TH FL, MISSION VIEJO, CA 92691</td></tr></table>			Facility Name	Facility Type	HCAI ID	Address	RADY CHILDREN'S HOSPITAL	Children Hospital	106300032	1201 WEST LA VETA AVENUE, ORANGE, CA	CHILDREN'S HOSPITAL AT MISSION	Children Hospital	106304113	27700 MEDICAL CTR. RD., 5TH FL, MISSION VIEJO, CA 92691
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Status:	Complete														
Due Date:	11/29/2025														
Last Updated:	03/02/2026														
Hospital Web Address for Equity Report:	<a href="https://choc.org/about/hospital-equity-measures-report">https://choc.org/about/hospital-equity-measures-report</a>														

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

# Hospital Equity Measures

## Joint Commission Accreditation

Children's 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.

141960

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	109760	141960	77.3
Spanish Language	29800	141960	21
Asian Pacific Islander Languages	1553	141960	1.1
Middle Eastern Languages	289	141960	0.2
American Sign Language	76	141960	0.1
Other Languages	482	141960	0.3

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

Children's 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

0

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

0

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

0

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	0	0	0	0
Housing Instability	0	0	0	0
Transportation Problems	0	0	0	0
Utility Difficulties	0	0	0	0
Interpersonal Safety	0	0	0	0

Core Quality Measures for Children's 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 or Guardian Willingness to Recommend Hospital

The first quality measure is the percentage of patients or guardians who respond that they would be willing to recommend the hospital in a pediatric experience survey. For this measure, 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, age categories for children’s hospitals, sex, payer type, preferred language, disability status, sexual orientation, and gender identity.

Number of respondents who reported willingness to recommend the hospital in the pediatric experience survey

2682

Total number of respondents to the pediatric experience survey

3087

Percentage of respondents who reported willingness to recommend the hospital

86.9

Total number of respondents of the pediatric experience survey

3320

Response rate, or the percentage of people who responded to the pediatric experience survey

93

Table 3. Patient or guardian recommends hospital or hospital system by race and/or ethnicity, age categories for children's hospitals, sex, payer type, preferred language, disability status, sexual orientation, and gender identity.

<b>Race and/or Ethnicity</b>	<b>Number of respondents willing to recommend hospital</b>	<b>Total number of responses</b>	<b>Percentage of willing to recommend hospital responses (%)</b>	<b>Total number of patients surveyed</b>	<b>Response rate of patients surveyed (%)</b>
<b>American Indian or Alaska Native</b>	suppressed	suppressed	suppressed	suppressed	suppressed
<b>Asian</b>	278	334	83.2	365	91.5
<b>Black or African American</b>	59	73	80.8	79	92.4
<b>Hispanic or Latino</b>					
<b>Middle Eastern or North African</b>					
<b>Multiracial and/or Multiethnic (two or more races)</b>					
<b>Native Hawaiian or Pacific Islander</b>	suppressed	suppressed	suppressed	suppressed	suppressed
<b>White</b>	1179	1350	87.3	1439	93.8

  

<b>Age</b>	<b>Number of respondents willing to recommend hospital</b>	<b>Total number of responses</b>	<b>Percentage of willing to recommend hospital responses (%)</b>	<b>Total number of patients surveyed</b>	<b>Response rate of patients surveyed (%)</b>
<b>Age 0 to 4</b>	972	1155	84.2	1264	91.4
<b>Age 5 to 9</b>	528	602	87.7	647	93
<b>Age 10 to 14</b>	579	646	89.6	687	94
<b>Age 15 Years and Older</b>	603	684	88.2	722	94.7

  

<b>Sex assigned at birth</b>	<b>Number of respondents willing to recommend hospital</b>	<b>Total number of responses</b>	<b>Percentage of willing to recommend hospital responses (%)</b>	<b>Total number of patients surveyed</b>	<b>Response rate of patients surveyed (%)</b>
<b>Female</b>	suppressed	suppressed	suppressed	suppressed	suppressed
<b>Male</b>	1431	1660	86.2	1780	93.3
<b>Unknown</b>	suppressed	suppressed	suppressed	suppressed	suppressed

  

<b>Payer Type</b>	<b>Number of respondents willing to recommend hospital</b>	<b>Total number of responses</b>	<b>Percentage of willing to recommend hospital responses (%)</b>	<b>Total number of patients surveyed</b>	<b>Response rate of patients surveyed (%)</b>
<b>Medicare</b>					
<b>Medicaid</b>	1113	1236	90	1343	92
<b>Private</b>	1090	1295	84.2	1378	94
<b>Self-Pay</b>	suppressed	suppressed	suppressed	suppressed	suppressed
<b>Other</b>	suppressed	suppressed	suppressed	suppressed	suppressed

<b>Preferred Language</b>	<b>Number of respondents willing to recommend hospital</b>	<b>Total number of responses</b>	<b>Percentage of willing to recommend hospital responses (%)</b>	<b>Total number of patients surveyed</b>	<b>Response rate of patients surveyed (%)</b>
English Language	2154	2514	85.7	2706	92.9
Spanish Language	529	573	92.1	614	93.3
Asian Pacific Islander Languages					
Middle Eastern Languages					
American Sign Language					
Other/Unknown Languages					

<b>Disability Status</b>	<b>Number of respondents willing to recommend hospital</b>	<b>Total number of responses</b>	<b>Percentage of willing to recommend hospital responses (%)</b>	<b>Total number of patients surveyed</b>	<b>Response rate of patients surveyed (%)</b>
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					

<b>Sexual Orientation</b>	<b>Number of respondents willing to recommend hospital</b>	<b>Total number of responses</b>	<b>Percentage of willing to recommend hospital responses (%)</b>	<b>Total number of patients surveyed</b>	<b>Response rate of patients surveyed (%)</b>
Lesbian, gay or					
Straight or heterosexual					
Bisexual					
Something else					
Don't know					
Not disclosed					

<b>Gender Identity</b>	<b>Number of respondents willing to recommend hospital</b>	<b>Total number of responses</b>	<b>Percentage of willing to recommend hospital responses (%)</b>	<b>Total number of patients surveyed</b>	<b>Response rate of patients surveyed (%)</b>
Female					
Female-to-male (FTM)/ transgender male/trans					
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

The second core quality measure for children's hospitals is the HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate, which is defined as the percentage of hospital-level, unplanned, all-cause readmissions after admission for any eligible condition within 30 days of hospital discharge for patients. These rates are reported by race and/or ethnicity, age categories for children's hospitals, sex, payer type, preferred language, disability status, sexual orientation, and gender identity. For more information on calculating 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](https://hcai.ca.gov/wp-content/uploads/2024/10/HCAI-All-Cause-Readmission-Rate-Exclusions_ADA.pdf)

Number of inpatient hospital admissions which occurs within 30 days of the discharge date of an eligible index admission  
251

Total number of patients who were admitted to the children's hospital  
1798

Rate of hospital-level, unplanned, all-cause readmissions after admission for any eligible condition within 30 days of hospital discharge  
14

Table 4. 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	suppressed	suppressed	suppressed
Asian	12	141	8.5
Black or African American	suppressed	suppressed	suppressed
Hispanic or Latino	173	1172	14.8
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	46	327	14.1

Age	Number of inpatient readmissions	Total number of admitted patients	Readmission rate (%)
Age 0 to 4	88	691	12.7
Age 5 to 9	47	376	12.5
Age 10 to 14	65	372	17.5
Age 15 Years and Older	51	359	14.2

Sex assigned at birth	Number of inpatient readmissions	Total number of admitted patients	Readmission rate (%)
Female	116	802	14.5
Male	135	996	13.6
Unknown			

Payer Type	Number of inpatient readmissions	Total number of admitted patients	Readmission rate (%)
Medicare	suppressed	suppressed	suppressed
Medicaid	194	1301	14.9
Private	56	475	11.8
Self-Pay	suppressed	suppressed	suppressed
Other	suppressed	suppressed	suppressed

  

Preferred Language	Number of inpatient readmissions	Total number of admitted patients	Readmission rate (%)
English Language	189	1404	13.5
Spanish Language	53	344	15.4
Asian Pacific Islander Languages	suppressed	suppressed	suppressed
Middle Eastern Languages	suppressed	suppressed	suppressed
American Sign Language	suppressed	suppressed	suppressed
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 children's 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 5. 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	Race/Ethnicity	Hispanic or Latino	14.8	Asian	8.5	1.7
HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate	Race/Ethnicity	White	14.1	Asian	8.5	1.7
HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate	Age	10–14 years	17.5	5–9 years	12.5	1.4
HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate	Expected Payor	Medicaid	14.9	Private	11.8	1.3
HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate	Preferred Language	Spanish Language	15.4	English Language	13.5	1.1
HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate	Age	15 years and older	14.2	5–9 years	12.5	1.1
Pediatric experience survey with scores of willingness to recommend the hospital	Race/Ethnicity	Black or African American	80.8	White	87.3	1.1
Pediatric experience survey with scores of willingness to recommend the hospital	Preferred Language	English Language	85.7	Spanish Language	92.1	1.1
Pediatric experience survey with scores of willingness to recommend the hospital	Expected Payor	Private	84.2	Medicaid	90.0	1.1
HCAI All-Cause Unplanned 30-Day Hospital Readmission Rate	Sex Assigned at Birth	Female	14.5	Male	13.6	1.1

### Plan to address disparities identified in the data

#### Overview and Findings

A system-level analysis of Children’s Hospital of Orange County (CHOC), now part of Rady Children’s Health, reveals notable disparities in the AB 1204 equity measures for Calendar Year 2024 by race/ethnicity, payor type, age, sex assigned at birth, and preferred language. Across hospitals, readmission rates were higher among Hispanic patients, White patients, patients insured through Medicaid, and Spanish-speaking patients. Notably, these same groups also reported higher willingness to recommend the hospital.

#### Key Disparities & Insights

##### All-Cause Unplanned 30-Day Hospital Readmission Rate

- Race/Ethnicity: Asian patients showed the lowest readmission rate at 8.5% compared to Hispanic or Latino patients at 14.8% and White patients at 14.1%, both reflecting a rate ratio (RR) of 1.7.



- Age: Patients aged 5-9 years showed the lowest readmission rates at 12.5% compared to those aged 10-14 years at 17.5% (RR of 1.4) and 15 years and older at 14.2% (RR of 1.1).
- Payor: Patients with private insurance showed a lower readmission rate of 11.8%, compared to patients insured through Medicaid at 14.9% (RR 1.3).
- Language: Patients preferring English had a lower readmission rate of 13.5% compared to those preferring Spanish at 15.4% (RR 1.1).
- Sex Assigned at Birth: Male patients had a slightly lower readmission rate of 13.6% compared to female patients at 14.5% (RR 1.1).

#### Pediatric Experience Survey with Scores of Willingness to Recommend the Hospital

- Race/Ethnicity: Families of White patients showed the highest willingness-to-recommend rate of 87.3% compared to families of Black or African American patients at 80.8% (RR 1.1).
- Language: Families of patients preferring Spanish reported the highest willingness-to-recommend rate at 92.1% compared to families of patients preferring English at 85.7% (RR 1.1).
- Payor: Families of patients with Medicaid insurance showed the highest willingness-to-recommend rate with a rate of 90.0%, compared to families of patients with private insurance at 84.2% (RR 1.1).

#### Strategic Interventions

##### 1. Data & Predictive Modeling

- Continue enterprise-wide demographic and condition data collection for deeper analysis.
- Conduct multivariate studies to clarify observed discrepancies.
- Refine risk models to include social factors and language to identify high-risk discharges.

##### 2. Workforce & Governance

- Socialize disparity data through venues such as medical staff town halls, nursing forums, and leadership committee .
- Build a system-wide learning network to share effective interventions and data insights.
- Embed equity metrics into Quality and Safety dashboards and scorecards.

##### 3. Leverage Trust to Drive Outcomes

- Launch a patient experience survey campaign to strengthen WTR among groups experiencing disparities.
- Use high and low WTR to invite families to co-design, highlighting successful family stories, understanding what can be improved and activating community advocates to increase organizational health literacy.

##### 4. Targeted Discharge & Follow-Up Pathways

- Improve discharge education with health literacy strategies and interpretation tools, including “Say-It-Simply,” teach-back, and visual tools.
- Promote the free CHOC Nurse Line , available with Spanish-speaking staff and interpreter services, to support post-discharge guidance to reduce avoidable readmissions.

##### 5. Patient-Focused Chronic Care Strategies

- Develop simplified care plans and digital reminders to support adherence.
- Engage families and schools in chronic disease management, including adolescent transition supports.

##### 6. Community & System Partnerships

- Connect families with community health workers and navigators for appointment access, care adherence, and home support.
- Leverage school and community partnerships for education and linkage to care, including social needs.

#### Measurement & Targets

- Implement quarterly equity dashboards tracking 30-day readmissions and WTR by race, language, payor, age, sex assigned at birth and diagnosis.

- Adopt strategies to reduce the readmission gap between families insured through Medicaid and private payors in the next reporting cycle while maintaining or improving WTR among high-reporting groups.

#### Conclusion

CHOC Children's Hospital faces both a challenge and an opportunity in the finding that patient groups with elevated readmission rates also report high willingness-to-recommend (WTR). This dynamic suggests that trusted relationships already exist and that families are receptive, engaged, and willing partners in their care. The task ahead is to translate that trust into effective, equitable transitions of care. By strengthening discharge planning, enhancing health literacy, and expanding targeted follow-up and navigation supports, CHOC can leverage these positive relationships to address underlying access barriers. Coupled with data-driven insights, community partnerships, and accountable governance, these system-level interventions position

## Performance in the priority area

Children's 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

CHOC Children's Hospital, now part of Rady Children's Health, prioritizes person-centered care by embedding cultural responsiveness, language access, and patient and family engagement into every aspect of the patient and family experience. Initiatives are designed to honor individual preferences, improve communication, and build trust across diverse populations.

#### Key Initiatives and Performance Highlights

##### Digital Patient Experience Platform

CHOC implemented a digital patient experience platform in its ambulatory care center, offering personalized information in preferred languages and integrated access to the patient portal. This innovation enhances communication, supports shared decision-making, and improves engagement for linguistically diverse families

##### Depression Screening Program

Screening rates for youth 12+ exceeded 95%, with positive screens receiving follow-up and referrals demonstrating CHOC's commitment to whole-child health and behavioral equity.

##### Ambulatory Safety Expansion

The Safety Hero program was launched in ambulatory settings, with days trained to lead safety conversations and reinforce error prevention tools.

##### Language Access & Cultural Responsiveness

CHOC celebrates Interpreter and Translation Week annually with hospital-wide education on language rights, interpreter best practices, and culturally responsive communication. CHOC provides onsite Spanish interpreters to support real-time communication for Spanish-speaking patients and families. For other languages, CHOC utilizes a third-party vendor for in-person interpretation and offers video remote interpretation (VRI) and telephone-based services, ensuring timely and equitable language access across all care settings for linguistically diverse populations.

These efforts support improved communication and satisfaction for Hispanic/Latino populations, who were predominantly Medicaid -insured and show both high willingness-to-recommend and elevated readmission rates.

#### Community Engagement & Education

The annual Community Health and Wellness Resource Fair connect families with community partners and health education, empowering them to participate in care decisions.

CHOC celebrates Health Literacy Month through a collaborative, organization-wide strategy that includes multilingual campaigns and interactive workshops. These efforts are supported by multiple departments , including Language Services, Clinical Education, the Family Resource Center, and are designed to empower patients and families with the knowledge needed to understand diagnoses, medications, discharge instructions, and how to navigate the healthcare system. Materials and sessions are tailored to meet the cultural and linguistic needs of CHOC's diverse patient population.

#### Culturally Inclusive Celebrations

Through the Latino Impact Network Group (ING), one of CHOC's employee resource groups , CHOC celebrates Hispanic Heritage Month with bilingual resources, music, foods, storytelling, and cultural education. These events foster trust and inclusion, especially among Hispanic/Latino patients who experience a 1.7x higher readmission rate compared to Asian patients.

#### Family Advisory Council Expansion and Engagement

CHOC's Family Advisory Council, composed of a diverse group of parents, meets monthly with defined goals to improve patient and family experience and equity. The Council is expanding to include adolescents and patients or parents of diversity of values, beliefs, and practices or live with chronic conditions . Their input informs care planning, communication strategies, education initiatives, policy development, and the creation of patient-facing materials. This commitment ensures that CHOC's services are inclusive, responsive, and aligned with the needs of the communities it serves.

#### Shared Decision-Making & Feedback Integration

CHOC integrates patient and family feedback into care planning through patient experience real-time rounding, real-time survey tools, post-discharge calls, and advisory councils. These mechanisms ensure care is tailored to individual needs and preferences, improving the "willingness to recommend" metric across our diverse populations.

CHOC also offers spiritual care services, comprehensive patient education, access to MyCHOC – the online patient portal— and child life services to support patients and enhance their overall experience.

#### Patient safety

CHOC Children's Hospital, now part of Rady Children's Health, prioritizes patient safety through a comprehensive, equity-driven approach that includes clinical protocols, communication enhancements, and culturally responsive practices. Safety initiatives are designed to reduce harm, improve care transitions, and address disparities in outcomes, particularly among populations with elevated readmission rates.

#### Key Initiatives and Performance Highlights

##### Language Services Re-optimization

CHOC has undergone a re-optimization of its Language Services department, improving operational efficiency, interpreter availability, and response times. These enhancements support safer care delivery for patients with limited English proficiency, particularly Hispanic/Latino and Medicaid populations.

#### Interpreter Access Across Modalities

CHOC provides onsite Spanish interpreters to support real-time communication for Spanish-speaking patients and families. For other languages, CHOC utilizes a third-party vendor for in-person interpretation and offers video remote interpretation (VRI) and telephone-based services, ensuring timely and equitable language access across all care settings for linguistic diversity of our population.

#### Improved Spanish Translation in Discharge Summary

The case management vendor Information in the Spanish version of the discharge summary has been reorganized to match the clarity and structure of the English source. This enhancement ensures that Spanish-speaking families now receive information that is clear, consistent, and easy to navigate, eliminating previous confusion caused by disorganized content. By improving comprehension during discharge, this change reduces the risk of miscommunication and supports safer transitions of care, directly advancing CHOC's patient safety and health equity goals.

#### Addressing patient social drivers of health

CHOC Children's Hospital, now part of Rady Children's Health, recognizes that health outcomes are shaped by more than clinical care. Through a system-wide approach, CHOC addresses social drivers of health by identifying barriers, connecting families to resources, and tailoring care to meet the needs of diverse communities.

#### Key Initiatives and Performance Highlights

##### Social Drivers of Health (SDoH) Screening & Navigation

CHOC screens inpatient visits for key social needs, including housing instability, food insecurity, and transportation barriers and is actively scaling these efforts across ambulatory visits. Patients with identified needs are referred to clinical social workers and external community-based organizations for assistance. CHOC is also a state leader in the screening and intervention on adverse childhood experiences (ACEs). CHOC uses the 'Findhelp' platform to seek, track, and close the loop on community referrals and uses the data in planning SDOH interventions and partnerships.

##### Financial Assistance & Charity Care

CHOC offers robust financial assistance and charity care programs to reduce cost-related access issues, particularly for Medicaid patients and families with limited resources.

##### Health Literacy Patient and Family Education

CHOC is committed to providing patients and families with the necessary education to manage illness, return to optimal functioning, promote healthy behaviors, and facilitate participation in health care decisions. The Patient and Family Education Program ensures patient education materials are provided in clear language following a rigorous review that undergoes health literacy screening. Through these efforts, our patient and families partner with clinical staff to effectively navigate the healthcare system, build relationships, ensure understanding, and engage in self-care practices.

## **Performance in the priority area continued**

Performance across all of the following priority areas.

## Effective treatment

CHOC Children's Hospital, now part of Rady Children's Health, ensures effective treatment for every child by standardizing high-quality care, reducing delays, and improving clinical reliability across surgical, trauma, sepsis, diagnostic, and medication safety programs.

### Key Initiatives and Performance Highlights

#### Surgical Quality Program

CHOC's American College of Surgeons (ACS) Children's Surgical Verification ensures standardized, high-quality surgical care for all pediatric patients. The Enhanced Recovery After Surgery (ERAS) initiative promotes faster recovery and reduced complications, benefiting patients with chronic conditions and those from underserved communities who may face barriers to post-operative support. The Operating Room (OR) triage system improves access and prioritization, ensuring timely treatment regardless of background or insurance status.

#### Trauma Program

CHOC's Level I Pediatric Trauma Center delivers equitable emergency care, outperforming national benchmarks in outcomes. The trauma team's use of real-time data tools and quality indicators ensures that care is responsive and inclusive. Participation in national research and development of culturally relevant injury prevention programs (e.g., drowning and e-bike safety) reflects CHOC's commitment to addressing social drivers of health and community-specific risks.

#### Sepsis Management:

CHOC's sepsis protocols significantly reduced treatment delays, with time to antibiotics and fluid bolus improved by over 70%. These enhancements are especially critical for Medicaid and Hispanic/Latino populations, who experience higher readmission rates. Standardized huddle documentation ensures consistent care escalation across all patient groups, supporting timely and effective treatment regardless of language or socioeconomic status.

#### Diagnostic Excellence

The Diagnostic Excellence Committee uses the Safer Dx tool to reduce diagnostic errors, which disproportionately affect patients with limited English proficiency or complex conditions. By standardizing reviews and improving reliability, CHOC ensures that all patients receive accurate, timely diagnoses advancing equity in clinical decision-making.

#### Medication Safety

CHOC's medication safety improvements including smart pump compliance, barcode scanning, and pharmacist-led discharge education enhance treatment accuracy and reduce harm. These efforts are particularly impactful for families with limited health literacy or language barriers. The inclusion of naloxone for high-risk opioid discharges and tailored insulin dosing reflects CHOC's responsiveness to evolving patient demographics and needs.

## Care coordination

CHOC Children's Hospital, now part of Rady Children's Health, recognizes that effective care coordination is essential to improving health outcomes and reducing disparities. Our approach ensures that patients receive timely, appropriate, and culturally responsive care across all settings.

### Key Initiatives and Performance Highlights:

#### Cross-Continuum Care Coordination

CHOC's case managers and care coordinators work across inpatient, outpatient and health network

(CHOC Health Alliance) settings to bridge care and collaborate on patient outcomes.

#### Care Navigation for High-Risk Populations

CHOC has implemented care navigator programs for patients with chronic conditions, limited English proficiency, and complex social needs. Navigators assist families in scheduling appointments, understanding care plans, and accessing community resources.

#### Multidisciplinary Rounds

Daily multidisciplinary rounds include social workers, interpreters, and care coordinators to ensure that discharge planning and transitions of care are inclusive and equitable.

#### Post-Discharge Follow-Up

CHOC conducts post-discharge calls and conducts analysis stratified by language and payer type to identify barriers and provide support, reducing readmissions and improving patient satisfaction. CHOC also has resource specialists in the psychology department who connect patients with appointments, and in the Emergency Department to follow up and ensure patients have attended scheduled appointments.

#### Access to care

CHOC Children's Hospital, now part of Rady Children's Health, is committed to ensuring equitable access to care for all patients, regardless of race, ethnicity, language, disability status, sexual orientation, gender identity, or payer type.

#### Key Initiatives and Performance Highlights:

##### Telehealth Expansion

CHOC has expanded telehealth services to reach rural and underserved communities, offering virtual visits in multiple languages and ensuring accessibility for families with transportation barriers.

##### Appointment Availability Stratification

CHOC monitors appointment availability by payor type and language to identify gaps and implement scheduling improvements that promote equity.

##### Community-Based Clinics:

CHOC partners with local organizations to offer care in community settings, increasing access for families who face geographic or financial barriers.

**Wellness on Wheels (WoW):** Asthma remains a leading cause of school and activity absenteeism among children. To address this, CHOC developed a mobile, multilingual clinic that provides testing, diagnosis, treatment, and ongoing management of asthma and related health conditions for children covered by Medi-Cal and with limited access to health care geographically. The mobile "Wellness-on-Wheels" (WoW) vans are staffed by CHOC physicians, nurses, licensed clinical social workers, community health workers and patient care representatives. This multidisciplinary team delivers comprehensive care and fosters strong, trusted relationships between families and asthma care providers.

**WellSpaces:** Launched in 2019 through a partnership between CHOC and Orange County Department of Education (OCDE), the WellSpaces initiative has expanded to more than 65+ sites across 17+ schools and school districts. WellSpaces are safe, dedicated environments on school campuses that promote the mental and emotional well-being of students and support early intervention to prevent mental health crises and avoid hospital readmissions. The program focuses

on meeting students where they are by providing school-based education, early identification of mental health needs, and timely connections to school-based mental health professionals. In addition, WellSpaces equip students, parents and educators with tools and resources to strengthen mental health awareness, coping skills, and resilience.

Free Nurse Advice Line: CHOC offers a free, 24-hour nurse advice line available 7 days a week, providing families with timely access to clinical guidance and virtual physician visits when appropriate. Registered nurses assess the child's condition and offer medical advice, supported by Spanish-speaking staff and interpreter services as needed to ensure language access. Based on the child's symptoms and needs, nurses may provide at-home care recommendations, advise scheduling an appointment with a primary care provider, or coordinate a same-day telehealth visit with a CHOC physician or nurse practitioner.

## **Methodology Guidelines**

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

Y