

UC Patient Care WATCH

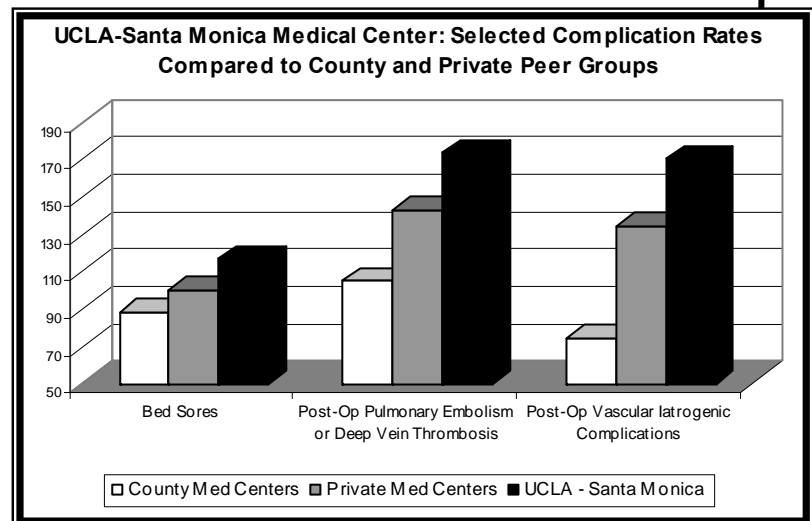
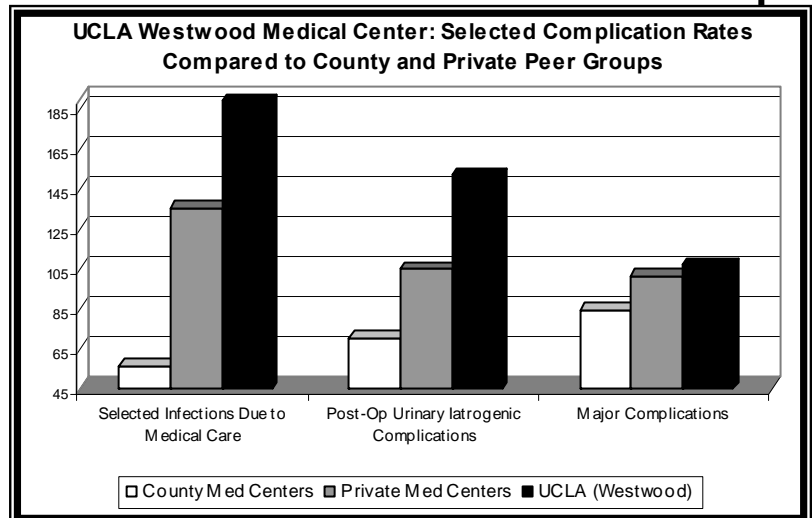
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www.UCPatientCareWatch.org

Why have UCLA Patients Experienced Higher Rates of Some Complications?

UCLA Medical Center is ranked as one of the top three hospitals in America by *US News and World Report*. However, an analysis of 2005 data¹ that UC submitted to the State indicates that while patients at UCLA medical center had lower rates of mortality than patients at other comparable hospitals², they had **higher rates of some complications** — including those shown on the charts to the right.³

Not only are these kinds of complications scary to experience for patients and their families, but they are of special concern because many of them are considered “iatrogenic”, meaning that they arise as a result of the actions of a healthcare provider.

Many factors may contribute to elevated iatrogenic complication rates. However, UCLA workers believe that below-market wages, a high stress environment and increasing benefit costs cause UCLA to lose experienced workers and create the need to rely on temporary staff in certain departments. We believe that all this can adversely affect the quality of patient care. We want to provide high-quality patient care. We need UC to do its part, by providing wages and working conditions that will allow us to focus on our patients.



NEXT WEEK: ... A closer look at UC's *US News & World Report* rankings ...

Brought to you by the 11,000 UC Patient Care Technical Employees at UC's Medical Centers represented by AFSCME Local 3299. AFSCME is currently in contract negotiations with UC. We are fighting for wages, benefits and working conditions which would close the gap with other medical centers. Please support us!

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No request to cease services or stop deliveries.

Footnotes: 1 - Based on an analysis of 2005 Office of Statewide Health Planning & Development (OSHPD) Inpatient Discharge Data Set commissioned by the union. UC attests under penalty of perjury that the data they submit to OSHPD is accurate and complete. Data has been risk-adjusted. 2 - To account for variations of patient mix, a peer group was defined that included 16 private medical centers and 10 county medical centers that also operate academic programs on their campuses. A list of the peer group can be found at www.ucpatientcarewatch.org/peergroup. 3 - UCLA Westwood was out-performed by one or more of its peer groups in 10 of 15 complication groups and UCLA Santa Monica in 9 of 15 complication groups. UCLA Westwood outperformed both peer groups in 5 of 15 complication groups and UCLA Santa Monica outperformed both peer groups in 6 of 15 complication groups. Complication rate calculated as actual /expected.