



# Accreditation Quality Report





Welcome to the Joint Commission's Quality Report. We know how important reliable information is to you and your family when making health care decisions. This Quality Report will help you make the right decisions to meet your needs. Since 1951, the Joint Commission has been the national leader in setting standards for health care organizations. When a health care organization seeks accreditation, it demonstrates commitment to giving safe, high quality health care and to continually working to improve that care.

The Quality Report is only one way to determine whether a health care organization can meet your needs. Discuss this report with your doctor or with other professional acquaintances before making a care decision. In addition to the accreditation status of the organization, the Quality Report uses checks, pluses, and minuses in each of the following key areas to help you compare a health care organization with similar accredited organizations.

- National Patient Safety Goals - safety guidelines that target the prevention of medical errors such as surgery on the wrong side of the body and safe medication use.
- National Quality Improvement Goals - measures the care of patients with specific conditions such as heart failure or pregnancy.

Not all measures are relevant to or available for all types of health care organizations. The Joint Commission will add relevant measures of health care quality as more measures become available. Your comments are just as important to us. The content and format of the Quality Report will be updated from time to time based on changes in the health care industry and your suggestions. Please call Customer Service at 630-792-5800 or e-mail the Joint Commission at [qualityreport@jointcommission.org](mailto:qualityreport@jointcommission.org) with your comments and suggestions.

Mark R. Chassin, MD, MPP, MPH  
President of the Joint Commission



## Summary of Quality Information

### Symbol Key

- This organization achieved the best possible results.
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| Accreditation Programs | Accreditation Decision | Effective Date | Last Full Survey Date | Last On-Site Survey Date |
|------------------------|------------------------|----------------|-----------------------|--------------------------|
| Behavioral Health Care | Accredited             | 11/12/2016     | 11/11/2016            | 11/11/2016               |
| Home Care              | Accredited             | 11/9/2016      | 11/8/2016             | 11/8/2016                |
| Hospital               | Accredited             | 11/12/2016     | 11/11/2016            | 11/1/2017                |

### Accreditation programs recognized by the Centers for Medicare and Medicaid Services (CMS)

Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS)

UCSD Home Infusion and Specialty Pharmacy

9610 Ridgehaven Court, Suite A, San Diego, CA. 92123

Hospital

### Certification programs recognized by the Centers for Medicare and Medicaid Services (CMS)

Ventricular Assist Device

| Advanced Certification Programs      | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
|--------------------------------------|------------------------|----------------|-----------------------|--------------------------|
| Advanced Comprehensive Stroke Center | Certification          | 9/16/2015      | 10/27/2017            | 10/27/2017               |
| Chronic Kidney Disease               | Certification          | 7/7/2017       | 7/6/2017              | 7/6/2017                 |
| Primary Stroke Center                | Certification          | 9/17/2015      | 9/16/2015             | 9/16/2015                |
| Ventricular Assist Device            | Certification          | 10/18/2017     | 10/17/2017            | 10/17/2017               |

### Other Accredited Programs/Services

- Hospital ( Accredited by American College of Surgeons-Commission on Cancer (ACoS-COC))
- Laboratory ( Accredited by American Society for Histocompatibility and Immunogenetics (ASHI))

### Special Quality Awards

- 2015 Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
- 2012 ACS National Surgical Quality Improvement Program
- 2012 Silver - The Medal of Honor for Organ Donation
- 2011 Hospital Magnet Award
- 2010 Silver - The Medal of Honor for Organ Donation



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|  |  | Compared to other Joint Commission Accredited Organizations                                      |  |
|--|--|--|--|
|  |  | Nationwide   | Statewide  |
| Behavioral Health Care                     | <b>2016National Patient Safety Goals</b> |               |  *            |
| Home Care                                  | <b>2016National Patient Safety Goals</b> |               |  *            |
| Hospital                                   | <b>2016National Patient Safety Goals</b> |               |  *            |
| <b>National Quality Improvement Goals:</b> |  |  |  |
| Reporting Period:                          | Emergency Department                     |  <sup>2</sup> |  <sup>2</sup> |
| Apr 2016 - Mar 2017                        | Immunization                             |  <sup>2</sup> |  <sup>2</sup> |
|  | Perinatal Care                           |  <sup>2</sup> |  <sup>2</sup> |



The Joint Commission only reports measures endorsed by the National Quality Forum.



## Locations of Care

### \* Primary Location

| Locations of Care   | Available Services  |
|---|---|
| <b>Outpatient Services - Maternal Fetal Care at Sorrento Valley</b><br>DBA: UC San Diego Maternal - Fetal Care and Genetics<br>4910 Directors Place, Suite 200<br>San Diego, CA 92121 | <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Sorrento Valley Maternal Fetal Care and Genetics</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of Blood Product (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>   |
| <b>Radiation Oncology and PET/CT Scanner Center</b><br>3960 Health Sciences Drive<br>La Jolla, CA 92093   | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>The Rebecca and John Moores UCSD Cancer Center</b><br>3855 Health Sciences Drive<br>La Jolla, CA 92037   | <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of Blood Product (Outpatient)</li> <li>Administration of High Risk Medications (Outpatient)</li> <li>Anesthesia (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>  |
| <b>The Rebecca and John Moores UCSD Cancer Center</b><br>DBA: UCSD Moores Cancer Center Retail Pharmacy<br>3855 Health Sciences Drive<br>La Jolla, CA 92037                           | <b>Services:</b> <ul style="list-style-type: none"> <li>Pharmacy, Clinical Consulting Services</li> <li>Pharmacy/Dispensary, General Services</li> </ul>  |
| <b>UC San Diego Health System - Encinitas Cancer Services</b><br>1200 Garden View Road, Suite 200/210<br>Encinitas, CA 92024  | <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of Blood Product (Outpatient)</li> <li>Administration of High Risk Medications (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>UCSD Home Infusion and Specialty Pharmacy</b><br>9610 Ridgehaven Court, Suite A<br>San Diego, CA 92123   | <b>Services:</b> <ul style="list-style-type: none"> <li>Durable Medical Equipment</li> <li>Enteral Equipment and/or Supplies</li> <li>Enteral Nutrients</li> <li>External Infusion Pump Supplies</li> <li>External Infusion Pumps</li> <li>Freestanding Ambulatory Infusion Services</li> <li>Home Health, Non-Hospice Services</li> <li>Infusion Nursing</li> <li>Parenteral Equipment and/or Supplies</li> <li>Parenteral Nutrients</li> <li>Pharmacy, Clinical Consulting Services</li> <li>Pharmacy/Dispensary, General Services</li> <li>Supplies</li> </ul> |
| <b>UCSD Hyperbaric Medicine and Wound Healing Center</b><br>477 North El Camino Real, D-204<br>Encinitas, CA 92024  | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>  |



## Locations of Care

### \* Primary Location

| Locations of Care   | Available Services   |
|---|--|
| <b>UCSD Medical Center - Hillcrest *</b><br>200 West Arbor Drive<br>San Diego,<br>CA 92103-8949 | <b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Advanced Comprehensive Stroke Center</li> </ul><br><b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult)</li> <li>Burn Unit (Inpatient)</li> <li>Cardiac Catheterization Lab (Surgical Services)</li> <li>Cardiac Surgery (Surgical Services)</li> <li>Cardiothoracic Surgery (Surgical Services)</li> <li>Coronary Care Unit (Inpatient)</li> <li>CT Scanner (Imaging/Diagnostic Services)</li> <li>Dialysis Unit (Inpatient)</li> <li>Ear/Nose/Throat Surgery (Surgical Services)</li> <li>EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li> <li>Gastroenterology (Surgical Services)</li> <li>GI or Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>Gynecological Surgery (Surgical Services)</li> <li>Gynecology (Inpatient)</li> <li>Inpatient Unit (Inpatient)</li> <li>Interventional Radiology (Imaging/Diagnostic Services)</li> <li>Labor &amp; Delivery (Inpatient)</li> <li>Magnetic Resonance Imaging (Imaging/Diagnostic Services)</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Medical ICU (Intensive Care Unit)</li> <li>Neuro/Spine ICU (Intensive Care Unit)</li> <li>Neuro/Spine Unit (Inpatient)</li> <li>Neurosurgery (Surgical Services)</li> <li>Normal Newborn Nursery (Inpatient)</li> <li>Nuclear Medicine (Imaging/Diagnostic Services)</li> <li>Ophthalmology (Surgical Services)</li> <li>Orthopedic Surgery (Surgical Services)</li> <li>Orthopedic/Spine Unit (Inpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Plastic Surgery (Surgical Services)</li> <li>Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>Surgical ICU (Intensive Care Unit)</li> <li>Surgical Unit (Inpatient)</li> <li>Teleradiology (Imaging/Diagnostic Services)</li> <li>Thoracic Surgery (Surgical Services)</li> <li>Transplant Surgery (Surgical Services)</li> <li>Ultrasound (Imaging/Diagnostic Services)</li> <li>Urology (Surgical Services)</li> <li>Vascular Surgery (Surgical Services)</li> </ul> |

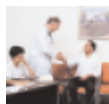




## Locations of Care

### \* Primary Location

| Locations of Care   | Available Services   |
|---|--|
| <b>UCSD Medical Center - La Jolla</b><br>DBA: Jacobs Medical Center and Sulpizio Cardiovascular Center<br>9300 Campus Point Drive<br>La Jolla, CA 92037 | <b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Advanced Comprehensive Stroke Center</li> <li>Primary Stroke Center</li> <li>Ventricular Assist Device</li> </ul><br><b>Services:</b> <ul style="list-style-type: none"> <li>Cardiac Catheterization Lab (Surgical Services)</li> <li>Cardiac Surgery (Surgical Services)</li> <li>Cardiothoracic Surgery (Surgical Services)</li> <li>Cardiovascular Unit (Inpatient)</li> <li>Coronary Care Unit (Inpatient)</li> <li>CT Scanner (Imaging/Diagnostic Services)</li> <li>Ear/Nose/Throat Surgery (Surgical Services)</li> <li>EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li> <li>Gastroenterology (Surgical Services)</li> <li>GI or Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>Gynecological Surgery (Surgical Services)</li> <li>Gynecology (Inpatient)</li> <li>Hematology/Oncology Unit (Inpatient)</li> <li>Inpatient Unit (Inpatient)</li> <li>Interventional Radiology (Imaging/Diagnostic Services)</li> <li>Labor &amp; Delivery (Inpatient)</li> <li>Magnetic Resonance Imaging (Imaging/Diagnostic Services)</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Medical ICU (Intensive Care Unit)</li> <li>Neuro/Spine ICU (Intensive Care Unit)</li> <li>Neurosurgery (Surgical Services)</li> <li>Normal Newborn Nursery (Inpatient)</li> <li>Nuclear Medicine (Imaging/Diagnostic Services)</li> <li>Orthopedic Surgery (Surgical Services)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Plastic Surgery (Surgical Services)</li> <li>Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>Surgical ICU (Intensive Care Unit)</li> <li>Surgical Unit (Inpatient)</li> <li>Teleradiology (Imaging/Diagnostic Services)</li> <li>Thoracic Surgery (Surgical Services)</li> <li>Transplant Surgery (Surgical Services)</li> <li>Ultrasound (Imaging/Diagnostic Services)</li> <li>Urology (Surgical Services)</li> <li>Vascular Surgery (Surgical Services)</li> </ul> |
| <b>UCSD Medical Offices South</b><br>4168 Front Street<br>San Diego, CA 92103   | <b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Chronic Kidney Disease</li> </ul><br><b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>  |



## Locations of Care

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|---|--|
| <b>UCSD Senior Behavioral Health Intensive Outpatient Program</b><br>DBA: UCSD Senior Behavioral Health Intensive Outpatient Program<br>410 Dickinson Street, Ste. 100<br>San Diego, CA 92103 | <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Family Support (Non 24 Hour Care)</li> </ul> |
| <b>University of California Shiley Eye Center</b><br>9415 Campus Point Drive, 3rd Floor<br>La Jolla, CA 92037   | <b>Services:</b> <ul style="list-style-type: none"> <li>Ambulatory Surgery Center (Outpatient)</li> <li>Anesthesia (Outpatient)</li> </ul>   |





## 2016 National Patient Safety Goals

### Symbol Key

-  The organization has met the National Patient Safety Goal.
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### Behavioral Health Care

| Safety Goals  | Organizations Should                        | Implemented   |
|---|---|---|
| Improve the accuracy of the identification of individuals served.                                 | Use of Two Identifiers                      |  |
| Improve the safety of using medications.  | Reconciling Medication Information          |  |
| Reduce the risk of health care-associated infections.   | Meeting Hand Hygiene Guidelines             |  |
| The organization identifies safety risks inherent in the population of the individuals it serves. | Identifying Individuals at Risk for Suicide |  |

For further information and explanation of the Quality Report contents, refer to the "Quality Report User Guide."








## 2016 National Patient Safety Goals

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### Home Care




| Safety Goals   | Organizations Should                          | Implemented   |
|--|---|---|
| Improve the accuracy of patient identification.                              | Use of Two Patient Identifiers                |  |
| Improve the safety of using medications.                                     | Reconciling Medication Information            |  |
| Reduce the risk of health care-associated infections.                        | Meeting Hand Hygiene Guidelines               |  |
| Reduce the risk of patient harm resulting from falls.                        | Implementing a Fall Reduction Program         |  |
| The organization identifies safety risks inherent in its patient population. | Identifying Risks Associated with Home Oxygen |  |

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## 2016 National Patient Safety Goals

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### Hospital






| Safety Goals   | Organizations Should                                       | Implemented   |
|--|--|---|
| Improve the accuracy of patient identification.                              | Use of Two Patient Identifiers                             |    |
|  | Eliminating Transfusion Errors                             |    |
| Improve the effectiveness of communication among caregivers.                 | Timely Reporting of Critical Tests and Critical Results    |    |
| Improve the safety of using medications.                                     | Labeling Medications                                       |    |
|  | Reducing Harm from Anticoagulation Therapy                 |    |
|  | Reconciling Medication Information                         |    |
| Use Alarms Safely  | Use Alarms Safely on Medical Equipment                     |    |
| Reduce the risk of health care-associated infections.                        | Meeting Hand Hygiene Guidelines                            |    |
|  | Preventing Multi-Drug Resistant Organism Infections        |   |
|  | Preventing Central-Line Associated Blood Stream Infections |  |
|  | Preventing Surgical Site Infections                        |  |
|  | Preventing Catheter-Associated Urinary Tract Infection     |  |
| The organization identifies safety risks inherent in its patient population. | Identifying Individuals at Risk for Suicide                |  |
| Universal Protocol   | Conducting a Pre-Procedure Verification Process            |  |
|  | Marking the Procedure Site                                 |  |
|  | Performing a Time-Out                                      |  |



## National Quality Improvement Goals

Reporting Period: April 2016 - March 2017

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Compared to other Joint Commission Accredited Organizations

| Measure Area         | Explanation   | Nationwide   | Statewide  |
|----------------------|---|--|--|
| Emergency Department | This category of evidence based measures assesses the time patients remain in the hospital Emergency Department prior to inpatient admission. |  <sup>2</sup> |  <sup>2</sup> |

Compared to other Joint Commission Accredited Organizations

| Measure  | Explanation   | Hospital Results  | Compared to other Joint Commission Accredited Organizations |                  |                         |                  |
|--|---|---|---|------------------|-------------------------|------------------|
|  |   |   | Nationwide  |                  | Statewide               |                  |
|  |   |   | Top 10% Scored at Most:                                     | Weighted Median: | Top 10% Scored at Most: | Weighted Median: |
| Admit Decision Time to ED Departure Time for Admitted Patients       | The amount of time (in minutes) it takes from the time the physician decides to admit a patient into the hospital from the Emergency Department until the patient actually leaves the ED to go to the inpatient unit. |  <sup>2</sup><br>263.00 minutes<br>573 eligible Patients  | 55.00   | 129.00           | 74.99                   | 173.51           |
| Median Time from ED Arrival to ED Departure for Admitted ED Patients | The amount of time (in minutes) from the time the patient arrives in the Emergency Department until the patient is admitted as an inpatient into the hospital.  |  <sup>2</sup><br>524.00 minutes<br>574 eligible Patients | 205.00  | 316.00           | 249.90                  | 378.31           |



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Compared to other Joint Commission Accredited Organizations

| Measure Area | Explanation  | Nationwide  | Statewide   |
|--------------|--|---|---|
| Immunization | This evidence-based prevention measure set assesses immunization activity for pneumonia and influenza. |  2 |  2 |

Compared to other Joint Commission Accredited Organizations

| Measure                | Explanation   |   |                                     |               |                                    |               |
|------------------------|---|---|-------------------------------------|---------------|------------------------------------|---------------|
|                        |   | Hospital Results  | Nationwide Top 10% Scored at Least: | Average Rate: | Statewide Top 10% Scored at Least: | Average Rate: |
| Influenza Immunization | This prevention measure addresses acute care hospitalized inpatients age 6 months and older who were screened for seasonal influenza immunization status and were vaccinated prior to discharge if indicated. | <br>96% of 514 eligible Patients | 100%                                | 94%           | 100%                               | 94%           |



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Compared to other Joint Commission Accredited Organizations

| Measure Area   | Explanation  | Nationwide | Statewide |
|----------------|--|------------|-----------|
| Perinatal Care | This category of evidenced based measures assesses the care of mothers and newborns. | 2          | 2         |

Compared to other Joint Commission Accredited Organizations

| Measure                       | Explanation   | Hospital Results                 | Nationwide               |               | Statewide                |               |
|-------------------------------|---|----------------------------------|--------------------------|---------------|--------------------------|---------------|
|                               |   |                                  | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Antenatal Steroids            | This measure reports the overall number of mothers who were at risk of preterm delivery at 24-32 weeks gestation receiving antenatal steroids prior to delivering preterm newborns. Antenatal steroids are steroids given before birth.   | <br>99% of 104 eligible Patients | 100%                     | 98%           | 100%                     | 98%           |
| Elective Delivery             | This measure reports the overall number of mothers who had elective vaginal deliveries or elective cesarean sections at equal to and greater than 37 weeks gestation. An elective delivery is the delivery of a newborn(s) when the mother was not in active labor or presented with spontaneous ruptured membranes prior to medical induction and/or cesarean section. | <br>2% of 123 eligible Patients  | 0%                       | 2%            | 0%                       | 2%            |
| Exclusive Breast Milk Feeding | This measure reports the overall number of newborns who are exclusively breast milk fed during the newborns entire hospitalization. Exclusive breast milk feeding is when a newborn receives only breast milk and no other liquids or solids except for drops or syrups consisting of vitamins, minerals, or medicines.   | <br>66% of 320 eligible Patients | 74%                      | 53%           | 80%                      | 64%           |



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