Accreditation Quality Report

The Joint Commission

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 with your comments and suggestions.

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

Summary of Quality Information

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	10/28/2017	10/27/2017	10/27/2017
🅜 Chronic Kidney Disease	Certification	7/7/2017	7/6/2017	7/6/2017
🅜 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

Summary of Quality Information

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Behavioral Health Care	**2016 National Patient Safety Goals**	✓	N/A *
Home Care	**2016 National Patient Safety Goals**	✓	N/A *
Hospital	**2017 National Patient Safety Goals**	✓	N/A *
	National Quality Improvement Goals:		
Reporting Period: Oct 2016 - Sep 2017	Emergency Department	N/D 2	N/D 2
	Immunization	N/D 2	N/D 2
	Perinatal Care	N/D 2	N/D 2

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

Locations of Care

* Primary Location

Locations of Care	Available Services
Koman Family Outpatient Pavilion 9400 Campus Point Drive La Jolla, CA 92037	**Services:** • Administration of Blood Product (Outpatient) • Administration of High Risk Medications (Outpatient) • Anesthesia (Outpatient) • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
Outpatient Services - Maternal Fetal Care at Sorrento Valley DBA: UC San Diego Maternal - Fetal Care and Genetics 4910 Directors Place, Suite 200 San Diego, CA 92121	**Other Clinics/Practices located at this site:** • Sorrento Valley Maternal Fetal Care and Genetics **Services:** • Administration of Blood Product (Outpatient) • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
Radiation Oncology and PET/CT Scanner Center 3960 Health Sciences Drive La Jolla, CA 92093	**Services:** • Outpatient Clinics (Outpatient)
The Rebecca and John Moores UCSD Cancer Center 3855 Health Sciences Drive La Jolla, CA 92037	**Services:** • Administration of Blood Product (Outpatient) • Administration of High Risk Medications (Outpatient) • Anesthesia (Outpatient) • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
The Rebecca and John Moores UCSD Cancer Center DBA: UCSD Moores Cancer Center Retail Pharmacy 3855 Health Sciences Drive La Jolla, CA 92037	**Services:** • Pharmacy, Clinical Consulting Services • Pharmacy/Dispensary,General Services
UC San Diego Health System - Encinitas Cancer Services 1200 Garden View Road, Suite 200/210 Encinitas, CA 92024	**Services:** • Administration of Blood Product (Outpatient) • Administration of High Risk Medications (Outpatient) • Outpatient Clinics (Outpatient)

Locations of Care

* Primary Location

Locations of Care	Available Services
UCSD Home Infusion and Specialty Pharmacy 9610 Ridgehaven Court, Suite A San Diego, CA 92123	**Services:** ● Durable Medical Equipment ● Enteral Equipment and/or Supplies ● Enteral Nutrients ● External Infusion Pump Supplies ● External Infusion Pumps ● Freestanding Ambulatory Infusion Services ● Home Health, Non-Hospice Services ● Infusion Nursing ● Parenteral Equipment and/or Supplies ● Parenteral Nutrients ● Pharmacy, Clinical Consulting Services ● Pharmacy/Dispensary,General Services ● Supplies
UCSD Hyperbaric Medicine and Wound Healing Center 477 North El Camino Real, D-204 Encinitas, CA 92024	**Services:** ● Outpatient Clinics (Outpatient)

Locations of Care

* Primary Location

Locations of Care	Available Services
UCSD Medical Center - Hillcrest * 200 West Arbor Drive San Diego, CA 92103-8949	**Joint Commission Advanced Certification Programs:** ● Advanced Comprehensive Stroke Center **Services:**

Services:

- Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult)
- Burn Unit (Inpatient)
- Cardiac Catheterization Lab (Surgical Services)
- Cardiac Surgery (Surgical Services)
- Cardiothoracic Surgery (Surgical Services)
- Coronary Care Unit (Inpatient)
- CT Scanner (Imaging/Diagnostic Services)
- Dialysis Unit (Inpatient)
- Ear/Nose/Throat Surgery (Surgical Services)
- EEG/EKG/EMG Lab (Imaging/Diagnostic Services)
- Gastroenterology (Surgical Services)
- GI or Endoscopy Lab (Imaging/Diagnostic Services)
- Gynecological Surgery (Surgical Services)
- Gynecology (Inpatient)
- Inpatient Unit (Inpatient)
- Interventional Radiology (Imaging/Diagnostic Services)
- Labor & Delivery (Inpatient)
- Magnetic Resonance Imaging (Imaging/Diagnostic Services)
- Medical /Surgical Unit (Inpatient)
- Medical ICU (Intensive Care Unit)
- Neuro/Spine ICU (Intensive Care Unit)
- Neuro/Spine Unit (Inpatient)
- Neurosurgery (Surgical Services)
- Normal Newborn Nursery (Inpatient)
- Nuclear Medicine (Imaging/Diagnostic Services)
- Ophthalmology (Surgical Services)
- Orthopedic Surgery (Surgical Services)
- Orthopedic/Spine Unit (Inpatient)
- Outpatient Clinics (Outpatient)
- Plastic Surgery (Surgical Services)
- Post Anesthesia Care Unit (PACU) (Inpatient)
- Surgical ICU (Intensive Care Unit)
- Surgical Unit (Inpatient)
- Teleradiology (Imaging/Diagnostic Services)
- Thoracic Surgery (Surgical Services)
- Transplant Surgery (Surgical Services)
- Ultrasound (Imaging/Diagnostic Services)
- Urology (Surgical Services)
- Vascular Surgery (Surgical Services)

Locations of Care

Locations of Care	Available Services
UCSD Medical Center - La Jolla DBA: Jacobs Medical Center and Sulpizio Cardiovascular Center 9300 Campus Point Drive La Jolla, CA 92037	**Joint Commission Advanced Certification Programs:** ● Advanced Comprehensive Stroke Center ● Ventricular Assist Device **Services:** ● Cardiac Catheterization Lab (Surgical Services) ● Cardiac Surgery (Surgical Services) ● Cardiothoracic Surgery (Surgical Services) ● Cardiovascular Unit (Inpatient) ● Coronary Care Unit (Inpatient) ● CT Scanner (Imaging/Diagnostic Services) ● Ear/Nose/Throat Surgery (Surgical Services) ● EEG/EKG/EMG Lab (Imaging/Diagnostic Services) ● Gastroenterology (Surgical Services) ● GI or Endoscopy Lab (Imaging/Diagnostic Services) ● Gynecological Surgery (Surgical Services) ● Gynecology (Inpatient) ● Hematology/Oncology Unit (Inpatient) ● Inpatient Unit (Inpatient) ● Interventional Radiology (Imaging/Diagnostic Services) ● Labor & Delivery (Inpatient) ● Magnetic Resonance Imaging (Imaging/Diagnostic Services) ● Medical /Surgical Unit (Inpatient) ● Medical ICU (Intensive Care Unit) ● Neuro/Spine ICU (Intensive Care Unit) ● Neurosurgery (Surgical Services) ● Normal Newborn Nursery (Inpatient) ● Nuclear Medicine (Imaging/Diagnostic Services) ● Orthopedic Surgery (Surgical Services) ● Outpatient Clinics (Outpatient) ● Plastic Surgery (Surgical Services) ● Post Anesthesia Care Unit (PACU) (Inpatient) ● Surgical ICU (Intensive Care Unit) ● Surgical Unit (Inpatient) ● Teleradiology (Imaging/Diagnostic Services) ● Thoracic Surgery (Surgical Services) ● Transplant Surgery (Surgical Services) ● Ultrasound (Imaging/Diagnostic Services) ● Urology (Surgical Services) ● Vascular Surgery (Surgical Services)
UCSD Medical Offices South 4168 Front Street San Diego, CA 92103	**Joint Commission Advanced Certification Programs:** ● Chronic Kidney Disease **Services:** ● Outpatient Clinics (Outpatient)

Locations of Care

* Primary Location

Locations of Care	Available Services
UCSD Senior Behavioral Health Intensive Outpatient Program DBA: UCSD Senior Behavioral Health Intensive Outpatient Program 410 Dickinson Street, Ste. 100 San Diego, CA 92103	**Services:** ● Behavioral Health (Non 24 Hour Care - Adult) ● Community Integration (Non 24 Hour Care) ● Family Support (Non 24 Hour Care)
University of California Shiley Eye Center 9415 Campus Point Drive, 3rd Floor La Jolla, CA 92037	**Services:** ● Ambulatory Surgery Center (Outpatient) ● Anesthesia (Outpatient)

2016 National Patient Safety Goals

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

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	✓

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2016 National Patient Safety Goals

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	✓

Quality Check®

2017 National Patient Safety Goals

Symbol Key

✓ The organization has met the National Patient Safety Goal.

⊖ The organization has not met the National Patient Safety Goal.

N/A The Goal is not applicable for this organization.

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

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	✓
Reduce the harm associated with clinical alarm systems.	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: October 2016 - September 2017

Measure Area	Explanation	Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Emergency Department	This category of evidence based measures assesses the time patients remain in the hospital Emergency Department prior to inpatient admission.	N/D [2]	N/D [2]

Measure	Explanation	Compared to other Joint Commission Accredited Organizations				
			Nationwide		Statewide	
		Hospital Results	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.	N/D [2] 258.00 minutes 587 eligible Patients	55.00	131.00	78.22	179.95
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.	N/D [2] 469.00 minutes 588 eligible Patients	205.00	317.00	255.56	382.25

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

* This information can also be viewed at www.hospitalcompare.hhs.gov

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National Quality Improvement Goals

Reporting Period: October 2016 - September 2017

Measure Area	Explanation	Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Immunization	This evidence-based prevention measure set assesses immunization activity for pneumonia and influenza.	N/D [2]	N/D [2]

Measure	Explanation	Compared to other Joint Commission Accredited Organizations				
			Nationwide		Statewide	
		Hospital Results	Top 10% Scored at Least:	Average Rate:	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.	96% of 514 eligible Patients	100%	94%	100%	94%

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Quality Check®

National Quality Improvement Goals

Reporting Period: October 2016 - September 2017

Measure Area	Explanation	Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Perinatal Care	This category of evidenced based measures assesses the care of mothers and newborns.	N/D 2	N/D 2

Measure	Explanation	Hospital Results	Compared to other Joint Commission Accredited Organizations			
			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.	⭐ 100% of 103 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 to less than 39 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.	➕ 1% of 111 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.	✔ 71% of 340 eligible Patients	74%	52%	79%	63%

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