



# 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.



## Summary of Quality Information

### Symbol Key 1

- This organization achieved the best possible results.
- This organization's performance is above the target range/value.
- This organization's performance is similar to the target range/value.
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### Footnote Key

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Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
Behavioral Health Care and Human Services	Accredited	10/9/2019	10/8/2019	10/8/2019
Home Care	Accredited	10/11/2019	10/10/2019	10/10/2019
Hospital	Accredited	5/15/2021	10/11/2019	5/14/2021

### 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

Home Infusion Therapy

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	9/21/2019	9/20/2019	9/20/2019
Chronic Kidney Disease	Certification	12/15/2021	12/14/2021	12/14/2021
Ventricular Assist Device	Certification	12/18/2019	4/21/2022	4/21/2022

### 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 and Human Services	2019 National Patient Safety Goals		 *
Home Care	2019 National Patient Safety Goals		 *
Hospital	2021 National Patient Safety Goals		 *
Reporting Period: Apr 2020 - Mar 2021	National Quality Improvement Goals:		
	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>Koman Family Outpatient Pavilion</b> 9400 Campus Point Drive 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>Hazardous Medication Compounding (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Outpatient Services - Maternal Fetal Care at Sorrento Valley</b> DBA: UC San Diego Maternal - Fetal Care and Genetics 4910 Directors Place, Suite 200 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> 3960 Health Sciences Drive La Jolla, CA 92093	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Regents UC UC San Diego Health Vascular &amp; Endovas Office Surg</b> 4510 Executive Drive San Diego, CA 92121	<b>Services:</b> <ul style="list-style-type: none"> <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> 3855 Health Sciences Drive 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>Hazardous Medication Compounding (Outpatient)</li> <li>High Risk Sterile Medication Compounding (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>UC San Diego Health Eating Disorders Center for Treatment Re</b> 4510 Executive Drive, Suite 315 San Diego, CA 92121	<b>Services:</b> <ul style="list-style-type: none"> <li>Eating Disorders/Adult/Child/Youth (Day Programs - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth)</li> <li>Family Support (Non 24 Hour Care)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>
<b>UC San Diego Health System - Encinitas Cancer Services</b> 1200 Garden View Road, Suite 200/210 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>Hazardous Medication Compounding (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>



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<b>UCSD Home Infusion and Specialty Pharmacy</b> 9610 Ridgehaven Court, Suite A 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>• Hazardous Medication Compounding</li> <li>• Home Health, Non-Hospice Services</li> <li>• Infusion Nursing</li> <li>• Infusion Pharmacy</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>• Specialty Pharmacy</li> <li>• Sterile Medication Compounding</li> <li>• Supplies</li> </ul>
<b>UCSD Hyperbaric Medicine and Wound Healing Center</b> 477 North El Camino Real, D-204 Encinitas, CA 92024	<b>Services:</b> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Outpatient)</li> </ul>



## Locations of Care

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<b>UCSD Medical Center - Hillcrest *</b> 200 West Arbor Drive San Diego, CA 92103-8949	<b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Advanced Comprehensive Stroke Center</li> </ul> <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>Hazardous Medication Compounding (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>Non-Sterile Medication Compounding (Inpatient)</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>Peer Support (Non 24 Hour Care)</li> <li>Plastic Surgery (Surgical Services)</li> <li>Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>Sterile Medication Compounding (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

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Locations of Care	Available Services
<b>UCSD Medical Center - La Jolla</b> DBA: Jacobs Medical Center and Sulpizio Cardiovascular Center 9300 Campus Point Drive La Jolla, CA 92037	<b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Advanced Comprehensive Stroke Center</li> <li>Ventricular Assist Device</li> </ul> <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>Hazardous Medication Compounding (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>Non-Sterile Medication Compounding (Inpatient)</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>Sterile Medication Compounding (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> 4168 Front Street San Diego, CA 92103	<b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Chronic Kidney Disease</li> </ul> <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 Senior Behavioral Health Intensive Outpatient Program</b> DBA: UCSD Senior Behavioral Health Intensive Outpatient Program 410 Dickinson Street, Ste. 100 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> 9415 Campus Point Drive, 3rd Floor La Jolla, CA 92037	<b>Services:</b> <ul style="list-style-type: none"> <li>Ambulatory Surgery Center (Outpatient)</li> <li>Anesthesia (Outpatient)</li> </ul>



## 2019 National Patient Safety Goals

### Symbol Key 3

-  The organization has met the National Patient Safety Goal.
-  The organization has not met the National Patient Safety Goal.
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### Behavioral Health Care and Human Services




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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## 2019 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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## 2021 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	
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	
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 2020 - March 2021

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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:
Cesarean Birth	This measure reports the number of first-time moms with a full-term, single baby in a head-down position who delivered the baby by cesarean section.		16%	25%	16%	23%
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.	 0% of 41 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.	 83% of 366 eligible Patients	71%	50%	80%	62%
Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate	The moderate rate equals the number of patients with moderate complications.	 2618% of 2864 eligible Patients	212%	1780%	0%	1421%
Unexpected Complications in Term Newborns per 1000 livebirths - Overall Rate	This measure looks at the number of full-term single babies with a normal birth weight and with no preexisting conditions, these are babies that are expected to do well and routinely go home with the mother.	 3770% of 2864 eligible Patients	1508%	3084%	1258%	2777%



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Compared to other Joint Commission Accredited Organizations

Measure	Explanation	Hospital Results	Compared to other Joint Commission Accredited Organizations			
			Nationwide	Average Rate:	Statewide	Average Rate:
Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate	The severe rate equals the number of patients with severe complications.	 1152% of 2864 eligible Patients	Top 10% Scored at Least: 501%	1303%	Top 10% Scored at Least: 505%	1356%



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