

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 with your comments and suggestions.



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 and Human Services	Accredited	8/16/2019	8/15/2019	8/15/2019
 Home Care	Accredited	8/17/2019	8/16/2019	8/16/2019
 Hospital	Accredited	8/17/2019	8/16/2019	7/30/2020

Other Accredited Programs/Services

- Hospital (Accredited by American College of Surgeons-Commission on Cancer (ACoS-COC))

		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	2019 National Patient Safety Goals		 *
National Quality Improvement Goals:			
Reporting Period: Jan 2019 - Dec 2019	Emergency Department	 ²	 ²
	Immunization	 ²	 ²



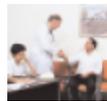
The Joint Commission only reports measures endorsed by the National Quality Forum.



Locations of Care

* Primary Location

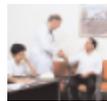
Locations of Care	Available Services
Community Based Outpatient Clinic, Mount Vernon 307 South 13th Street Mount Vernon, WA 98273	Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Outpatient Clinics (Outpatient) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)
Community Care Outreach Center 305 S Lucille St Seattle, WA 98108	Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Community Integration (Non 24 Hour Care) Outpatient Clinics (Outpatient)
Community-Based Outpatient Clinic - Port Angeles 1114 Georgiana St. Port Angeles, WA 98362	Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Blood Glucose Monitors (non-mail order) Durable Medical Equipment Home Health, Non-Hospice Services Outpatient Clinics (Outpatient) Skilled Nursing Services Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)
Community-Based Outpatient Clinic - South Sound 151 NE Hampe Way, STE B2-6 Chehalis, WA 98532	Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Outpatient Clinics (Outpatient) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)
CWTRR 9004 New Grove Ave. SW Lakewood, WA 98498	Services: <ul style="list-style-type: none"> Behavioral Health (Transitional Living - Adult) (Supervised - Adult)
CWTRR 5101 McKinley Ave Tacoma, WA 98404	Services: <ul style="list-style-type: none"> Behavioral Health (Transitional Living - Adult) (Supervised - Adult)
CWTRR 1502 S. 85th Street Tacoma, WA 98444	Services: <ul style="list-style-type: none"> Behavioral Health (Transitional Living - Adult) (Supervised - Adult)
CWTRR 9232 A Street Tacoma, WA 98444	Services: <ul style="list-style-type: none"> Behavioral Health (Transitional Living - Adult) (Supervised - Adult)



Locations of Care

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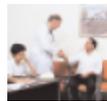
Locations of Care	Available Services
<p>Edmonds Clinic DBA: Edmonds VA Micro Clinic 21616 76th Ave. West Edmonds, WA 98026</p>	<p>Other Clinics/Practices located at this site:</p> <ul style="list-style-type: none"> VA outpatient Clinic <p>Services:</p> <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult) (Partial Hospitalization - Adult) Outpatient Clinics (Outpatient) Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Detox/Non-detox - Adult) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)
<p>Fort Lawton 4570 Texas Way Seattle, WA 98199</p>	<p>Services:</p> <ul style="list-style-type: none"> Blood Glucose Monitors (mail order) Durable Medical Equipment Home Health, Non-Hospice Services Medical Social Services Occupational Therapy Physical Therapy Skilled Nursing Services Supplies
<p>Mobile Medical Unit American Lake Campus 9600 Veterans Drive Tacoma, WA 98493</p>	<p>Other Clinics/Practices located at this site:</p> <ul style="list-style-type: none"> Parks at the American Lake Campus <p>Services:</p> <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
<p>Olympia Medical Center DBA: Olympia VA Micro Clinic 500 Lilly Rd. NE Olympia, WA 98506</p>	<p>Services:</p> <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Community Integration (Non 24 Hour Care) Outpatient Clinics (Outpatient) Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Detox/Non-detox - Adult) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)
<p>Silverdale Outpatient Clinic 9177 Ridgetop Blvd. NW Silverdale, WA 98383</p>	<p>Services:</p> <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Outpatient Clinics (Outpatient)
<p>Sunrise Medical Center DBA: Puyallup VA Micro Clinic 11216 Sunrise Blvd. East Puyallup, WA 98374</p>	<p>Services:</p> <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Community Integration (Non 24 Hour Care) Outpatient Clinics (Outpatient)



Locations of Care

* Primary Location

Locations of Care	Available Services	
<p>VA Puget Sound Health Care System * 1660 South Columbian Way Seattle, WA 98108</p>	<p>Services:</p> <ul style="list-style-type: none"> • Addiction Services/Adult (Non-detox - Adult) • (Detox/Non-detox - Adult) • Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult) • (24-hour Acute Care/Crisis Stabilization - Adult) (Partial Hospitalization - Adult) • Brachytherapy (Imaging/Diagnostic Services) • Cardiac Catheterization Lab (Surgical Services) • Cardiac Surgery (Surgical Services) • Cardiothoracic Surgery (Surgical Services) • Cardiovascular Unit (Inpatient) • Chemical Dependency (Day Programs - Adult) (Non 24 Hour Care - Adult) (Partial Hospitalization - Adult) • (Non-detox - Adult) (Detox/Non-detox - Adult) • Community Integration (Non 24 Hour Care) • 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) • Family Support (Non 24 Hour Care) • Gastroenterology (Surgical Services) • GI or Endoscopy Lab (Imaging/Diagnostic Services) • Gynecological Surgery (Surgical Services) • Hematology/Oncology Unit (Inpatient) • In-Home Behavioral Health Services (Non 24 Hour Care - Adult) • Inpatient Unit (Inpatient) 	<ul style="list-style-type: none"> • Neuro/Spine Unit (Inpatient) • Neurosurgery (Surgical Services) • Non-Sterile Medication Compounding (Inpatient) • Nuclear Medicine (Imaging/Diagnostic Services) • Ophthalmology (Surgical Services) • Orthopedic Surgery (Surgical Services) • Orthopedic/Spine Unit (Inpatient) • Outpatient Clinics (Outpatient) • Peer Support (Non 24 Hour Care) • Plastic Surgery (Surgical Services) • Positron Emission Tomography (PET) (Imaging/Diagnostic Services) • Post Anesthesia Care Unit (PACU) (Inpatient) • Radiation Oncology (Imaging/Diagnostic Services) • Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization) • Sleep Laboratory (Sleep Laboratory) • Sterile Medication Compounding (Inpatient) • Surgical ICU (Intensive Care Unit) • Surgical Unit (Inpatient) • Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult) • Teleradiology (Imaging/Diagnostic Services) • Thoracic Surgery (Surgical Services) • Ultrasound (Imaging/Diagnostic Services) • Urology (Surgical Services) • Vascular Surgery (Surgical Services) • Vocational Rehabilitation (Non 24 Hour Care - Adult)



Locations of Care

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Locations of Care	Available Services
	<ul style="list-style-type: none"> • Interventional Radiology (Imaging/Diagnostic Services) • Long Term Acute Care Unit (Inpatient) • Magnetic Resonance Imaging (Imaging/Diagnostic Services) • Medical /Surgical Unit (Inpatient) • Medical ICU (Intensive Care Unit)
<p>VA Puget Sound Health Care System, American Lake Division 9600 Veterans Drive Tacoma, WA 98493-5000</p>	<p>Services:</p> <ul style="list-style-type: none"> • Ambulatory Surgery Center (Outpatient) • Anesthesia (Outpatient) • Behavioral Health (Day Programs - Adult) (Transitional Living - Adult) (Non 24 Hour Care - Adult) (Residential Care - Adult) (Group Home(s) - Adult) (Partial Hospitalization - Adult) (Supervised - Adult) • Chemical Dependency (Non 24 Hour Care - Adult) (Residential Care - Adult) (Non-detox - Adult) (Detox/Non-detox - Adult) • Community Integration (Non 24 Hour Care) • Employment Services (Non 24 Hour Care) • Family Support (Non 24 Hour Care) • Home Health, Non-Hospice Services • In-Home Behavioral Health Services (Non 24 Hour Care - Adult) • Medical Social Services • Occupational Therapy • Peer Support (Non 24 Hour Care) • Perform Invasive Procedure (Outpatient) • Physical Therapy • Skilled Nursing Services • Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult) • Vocational Rehabilitation (Non 24 Hour Care - Adult)



2019 National Patient Safety Goals

Symbol Key

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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	



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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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 Infections that are difficult to treat	
	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: January 2019 - December 2019

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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.	2	2

Compared to other Joint Commission Accredited Organizations

Measure	Explanation	Hospital Results	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.	2 295.00 minutes 442 eligible Patients	55.00	133.00	73.42	158.84



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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	Compared to other Joint Commission Accredited Organizations				
		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.	 91% of 467 eligible Patients	99%	92%	---- ³	---- ³



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