



# 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.
- This organization's performance is above the target range/value.
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### Footnote Key

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11. There were no eligible patients that met the denominator criteria.

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| Accreditation Programs | Accreditation Decision | Effective Date | Last Full Survey Date | Last On-Site Survey Date |
|------------------------|------------------------|----------------|-----------------------|--------------------------|
| Behavioral Health Care | Accredited             | 6/24/2017      | 6/23/2017             | 6/23/2017                |
| Hospital               | Accredited             | 6/24/2017      | 6/23/2017             | 8/7/2017                 |
| Laboratory             | Accredited             | 5/12/2017      | 5/11/2017             | 5/11/2017                |

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

Pathology and Clinical Laboratory

Hospital

| Advanced Certification Programs               | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
|-----------------------------------------------|------------------------|----------------|-----------------------|--------------------------|
| Advanced Total Hip and Total Knee Replacement | Certification          | 4/18/2019      | 4/17/2019             | 4/17/2019                |

| Certified Programs          | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
|-----------------------------|------------------------|----------------|-----------------------|--------------------------|
| Acute Myocardial Infarction | Certification          | 12/7/2017      | 12/6/2017             | 12/6/2017                |
| Asthma, Pediatrics          | Certification          | 4/16/2018      | 3/27/2018             | 3/27/2018                |
| Brain Tumor                 | Certification          | 3/29/2018      | 3/28/2018             | 3/28/2018                |
| Joint Replacement - Hip     | Certification          | 2/9/2018       | 2/8/2018              | 2/8/2018                 |
| Joint Replacement - Knee    | Certification          | 2/10/2018      | 2/9/2018              | 2/9/2018                 |
| Sepsis                      | Certification          | 4/19/2019      | 2/15/2019             | 2/15/2019                |
| Stroke Rehabilitation       | Certification          | 7/24/2018      | 7/23/2018             | 7/23/2018                |

### Other Accredited Programs/Services

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

### Special Quality Awards

- 2014 Top Performer on Key Quality Measures®
- 2013 Top Performer on Key Quality Measures®
- 2012 Top Performer on Key Quality Measures®
- 2015 ACS National Surgical Quality Improvement Program



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|                                            |                                           | Compared to other Joint Commission Accredited Organizations                                      |                                                                                                  |
|--------------------------------------------|-------------------------------------------|--------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
|                                            |                                           | Nationwide                                                                                       | Statewide                                                                                        |
| Behavioral Health Care                     | <b>2017 National Patient Safety Goals</b> |               |  *            |
| Hospital                                   | <b>2017 National Patient Safety Goals</b> |               |  *            |
| <b>National Quality Improvement Goals:</b> |                                           |                                                                                                  |                                                                                                  |
| Reporting Period: Jul 2017 - Jun 2018      | Emergency Department                      |  <sup>2</sup> |  <sup>2</sup> |
|                                            | Immunization                              |  <sup>2</sup> |  <sup>2</sup> |
|                                            | Perinatal Care                            |  <sup>2</sup> |  <sup>2</sup> |
| Laboratory                                 | <b>2017 National Patient Safety Goals</b> |               |  *            |



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



## Locations of Care

### \* Primary Location

| Locations of Care                                                                   | Available Services                                                                                 |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| <b>Boulders Park PT</b><br>1115 Boulders Parkway<br>Suite 110<br>Richmond, VA 23225 | <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>Chippenham Hospital - A Campus of CJW Medical Center *</b><br>7101 Jahnke Road<br>Richmond, VA 23225 | <b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Advanced Total Hip and Total Knee Replacement</li> </ul> <b>Joint Commission Certified Programs:</b> <ul style="list-style-type: none"> <li>Acute Myocardial Infarction</li> <li>Asthma, Pediatrics</li> <li>Joint Replacement - Hip</li> <li>Joint Replacement - Knee</li> <li>Sepsis</li> </ul> <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Dialysis</li> <li>Levinson Coumadin Clinic</li> <li>Occupational Health</li> <li>Ortho Virginia</li> <li>Ortho Virginia</li> <li>The Perinatal Centers</li> <li>Wound Healing Clinic</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult/Child/Youth)</li> <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>Chemical Dependency (24-hour Acute Care/Crisis Stabilization - Adult) (Detox/Non-detox - Adult)</li> <li>Community Integration (Non 24 Hour Care)</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>Family Support (Non 24 Hour Care)</li> <li>Gastroenterology (Surgical Services)</li> <li>General Laboratory Tests</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>Medical /Surgical Unit (Inpatient)</li> <li>Medical 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>Orthopedic/Spine Unit (Inpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Pediatric Unit (Inpatient)</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>Thoracic Surgery (Surgical Services)</li> <li>Toxicology</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                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                  | <ul style="list-style-type: none"> <li>Interventional Radiology (Imaging/Diagnostic Services)</li> <li>Labor &amp; Delivery (Inpatient)</li> <li>Magnetic Resonance Imaging (Imaging/Diagnostic Services)</li> </ul>                                                                              |
| <b>Chippenham Swift Creek Emergency Room</b><br>DBA: Chippenham Swift Creek Emergency Room<br>14720 Hancock Village St<br>Chesterfield, VA 23832 | <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>General Laboratory Tests</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul> |
| <b>Comprehensive Outpatient Therapies</b><br>1011 Johnston-Willis Drive, Suite 250<br>Richmond, VA 23235                                         | <b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>                                                                                                                                                                                     |





## Locations of Care

### \* Primary Location

| Locations of Care                                                                                                               | Available Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <b>Johnston Willis Hospital<br/>- A Campus of CJW<br/>Medical Center</b><br>1401 Johnston-Willis<br>Drive<br>Richmond, VA 23235 | <b>Joint Commission Certified Programs:</b> <ul style="list-style-type: none"> <li>• Acute Myocardial Infarction</li> <li>• Brain Tumor</li> <li>• Joint Replacement - Hip</li> <li>• Joint Replacement - Knee</li> <li>• Sepsis</li> <li>• Stroke Rehabilitation</li> </ul><br><b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Gamma Knife</li> <li>• Infusion Center</li> <li>• Pain Management</li> <li>• Physical Medicine and Rehabilitation Clinic</li> <li>• Radiation Oncology</li> <li>• The Perinatal Centers</li> </ul><br><b>Services:</b> <ul style="list-style-type: none"> <li>• Brachytherapy (Imaging/Diagnostic Services)</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>• General Laboratory Tests</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>• 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>• Orthopedic Surgery (Surgical Services)</li> <li>• Orthopedic/Spine Unit (Inpatient)</li> <li>• Outpatient Clinics (Outpatient)</li> <li>• Plastic Surgery (Surgical Services)</li> <li>• Positron Emission Tomography (PET) (Imaging/Diagnostic Services)</li> <li>• Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>• Radiation Oncology (Imaging/Diagnostic Services)</li> <li>• Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization)</li> <li>• Sterile Medication Compounding (Inpatient)</li> <li>• Surgical Unit (Inpatient)</li> <li>• Teleradiology (Imaging/Diagnostic Services)</li> <li>• Toxicology</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>Levinson Coumadin Clinic</b><br>DBA: Levinson Coumadin Clinic<br>7101 Jahnke Road,<br>Levinson Suite 580<br>Richmond, VA 23225 | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul>                                                                                                                                                        |
| <b>The Perinatal Centers</b><br>DBA: The Perinatal Centers<br>300A Temple Lake Drive,<br>Suite 4<br>Colonial Heights,<br>VA 23834 | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>                                                                                                                                             |
| <b>Tucker Wellness&amp;Recovery Center a Dept of CJW Medical Center</b><br>500 Hioaks Rd Suite A<br>Richmond, VA 23225            | <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Day Programs - Adult/Child/Youth) (Partial - Adult/Child/Youth)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Family Support (Non 24 Hour Care)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul> |



## 2017 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."



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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 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: July 2017 - June 2018

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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                                                                                                                    | 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. |  2<br>104.00 minutes<br>1168 eligible Patients  | 56.00                                                       | 135.00           | 50.63                   | 105.03           |
| 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.                                                        |  2<br>266.00 minutes<br>1168 eligible Patients | 206.00                                                      | 320.00           | 206.74                  | 281.77           |



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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               | Average | Statewide                | Average |
|                        |                                                                                                                                                                                                               |                                                                                                                     | Top 10% Scored at Least: | Rate:   | Top 10% Scored at Least: | 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>99% of 767 eligible Patients | 100%                     | 94%     | 100%                     | 96%     |



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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>100% of 15 eligible Patients | 100%                     | 98%           | 100%                     | 99%           |
| 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>1% of 90 eligible Patients   | 0%                       | 2%            | 0%                       | 1%            |
| 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>46% of 392 eligible Patients | 73%                      | 51%           | 65%                      | 54%           |



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## 2017 National Patient Safety Goals

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### Laboratory

| 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 |  |
| Reduce the risk of health care-associated infections         | Meeting Hand Hygiene Guidelines                         |  |

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