

# Accreditation Quality Report

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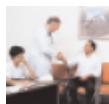
Welcome to the Joint Commission's Quality Report. We know how important reliable information is to you and your family when making health care decisions. This Quality Report will help you make the right decisions to meet your needs. Since 1951, the Joint Commission has been the national leader in setting 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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For further information and explanation of the Quality Report contents, refer to the "Quality Report User Guide."

Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
 Behavioral Health Care	Accredited	2/11/2015	12/12/2017	12/12/2017
 Home Care	Accredited	2/13/2015	12/12/2017	12/12/2017
 Hospital	Accredited	3/5/2018	12/15/2017	3/5/2018

### Special Quality Awards

2013 Top Performer on Key Quality Measures®

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Behavioral Health Care	<b>2015 National Patient Safety Goals</b>		 *
Home Care	<b>2015 National Patient Safety Goals</b>		 *
Hospital	<b>2017 National Patient Safety Goals</b>		 *
<b>National Quality Improvement Goals:</b>			
Reporting Period:	Emergency Department	 <sup>2</sup>	 <sup>2</sup>
Jul 2016 - Jun 2017	Immunization	 <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>Carl T. Hayden VA Medical Center *</b> 650 East Indian School Road Phoenix, AZ 85012-1892	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult) (24-hour Acute Care/Crisis Stabilization - Adult) (Partial - Adult)</li> <li>Cardiac Catheterization Lab (Surgical Services)</li> <li>Chemical Dependency (Non 24 Hour Care - Adult) (Residential Care - Adult) (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>Eating Disorders (Outpatient)</li> <li>EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li> <li>Employment Services (Non 24 Hour Care)</li> <li>Family Support (Non 24 Hour Care)</li> <li>Gastroenterology (Surgical Services)</li> <li>GI or Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>Gynecological Surgery (Surgical Services)</li> <li>Hematology/Oncology Unit (Inpatient)</li> <li>In-Home Behavioral Health Services (Non 24 Hour Care - Adult)</li> <li>Inpatient Unit (Inpatient)</li> <li>Interventional Radiology (Inpatient, Outpatient, Imaging/Diagnostic Services)</li> <li>Magnetic Resonance Imaging (Imaging/Diagnostic Services)</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Medical ICU (Intensive Care Unit)</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>Peer Support (Non 24 Hour Care)</li> <li>Pharmacy/Dispensary, General Services</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>Respite Care</li> <li>Sleep Laboratory (Sleep Laboratory)</li> <li>Surgical ICU (Intensive Care Unit)</li> <li>Surgical Unit (Inpatient)</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)</li> <li>Telehealth</li> <li>Thoracic Surgery (Surgical Services)</li> <li>Ultrasound (Imaging/Diagnostic Services)</li> <li>Urology (Surgical Services)</li> <li>Vascular Surgery (Surgical Services)</li> <li>Vocational Rehabilitation (Non 24 Hour Care - Adult)</li> <li>Wound Care</li> </ul>



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<b>Community Resource &amp; Referral Center</b> DBA: CRRC 1500 East Thomas Road, Suite 106 Phoenix, AZ 85014	<b>Services:</b> <ul style="list-style-type: none"> <li>Chemical Dependency (Non 24 Hour Care - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Employment Services (Non 24 Hour Care)</li> <li>Family Support (Non 24 Hour Care)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>
<b>Globe VA Health Care Clinic</b> 5860 South Hospital Drive, Suite 111 Globe, AZ 85501-9449	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> <li>Single Specialty Practitioner (Outpatient)</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)</li> </ul>
<b>Midtown VA Clinic</b> 5040 North 15th Avenue Phoenix, AZ 85015	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Northeast VA Health Care Clinic</b> 11390 E. Via Linda Rd. Scottsdale, AZ 85259	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Northwest VA Health Care Clinic</b> 13985 W. Grand Ave., Suite 101 Surprise, AZ 85374	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> <li>Home Health, Non-Hospice Services</li> <li>Occupational Therapy</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> <li>Physical Therapy</li> <li>Skilled Nursing Services</li> </ul>
<b>Payson VA Health Care Clinic (Contract)</b> 903 East Highway 260 Payson, AZ 85541	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)</li> </ul>
<b>Show Low VA Health Care Clinic</b> 5171 Cub Lake Road, Suite C380 Show Low, AZ 85901	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)</li> </ul>



## Locations of Care




### \* Primary Location

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<b>Southeast VA Health Care Clinic</b> 3285 S. Val Vista Drive Gilbert, AZ 85295	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> <li>Home Health, Non-Hospice Services</li> <li>Occupational Therapy</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> <li>Physical Therapy</li> <li>Skilled Nursing Services</li> </ul>
<b>Southwest Community-Based Outpatient Clinic</b> 9250 West Thomas Road Phoenix, AZ 85037	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Thunderbird Clinic</b> 9424 N. 25th Avenue Phoenix, AZ 85021	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> <li>Home Health, Non-Hospice Services</li> <li>In-Home Behavioral Health Services (Non 24 Hour Care - Adult)</li> <li>Occupational Therapy</li> <li>Outpatient Clinics (Outpatient)</li> <li>Physical Therapy</li> <li>Skilled Nursing Services</li> </ul>







## 2015 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.
-  The Goal is not applicable for this organization.

### 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."








## 2015 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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## 2017 National Patient Safety Goals

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### Hospital






Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	
	Eliminating Transfusion Errors	
Improve the effectiveness of communication among caregivers.	Timely Reporting of Critical Tests and Critical Results	
Improve the safety of using medications.	Labeling Medications	
	Reducing Harm from Anticoagulation Therapy	
	Reconciling Medication Information	
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 2016 - June 2017



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Compared to other Joint Commission Accredited Organizations

Measure Area	Explanation	Nationwide	Statewide
Emergency Department	This category of evidence based measures assesses the time patients remain in the hospital Emergency Department prior to inpatient admission.	 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.	 2 135.00 minutes 514 eligible Patients	55.00	131.00	65.97	124.59
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.	 2 327.00 minutes 618 eligible Patients	204.00	317.00	245.92	313.07



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This information can also be viewed at [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)

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## National Quality Improvement Goals

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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
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.	 90% of 573 eligible Patients	Top 10% Scored at Least: 100%	Average Rate: 94%	Top 10% Scored at Least: 100%	Average Rate: 95%



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