



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.
-  This organization's performance is above the target range/value.
-  This organization's performance is similar to the target range/value.
-  This organization's performance is below the target range/value.
-  This Measure is not applicable for this organization.
-  Not displayed

Footnote Key











1. The Measure or Measure Set was not reported.
2. The Measure Set does not have an overall result.
3. The number of patients is not enough for comparison purposes.
4. The measure meets the Privacy Disclosure Threshold rule.
5. The organization scored above 90% but was below most other organizations.
6. The Measure results are not statistically valid.
7. The Measure results are based on a sample of patients.
8. The number of months with Measure data is below the reporting requirement.
9. The measure results are temporarily suppressed pending resubmission of updated data.
10. Test Measure: a measure being evaluated for reliability of the individual data elements or awaiting National Quality Forum Endorsement.
11. There were no eligible patients that met the denominator criteria.

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 and Human Services	Accredited	12/13/2017	12/12/2017	12/12/2017
 Home Care	Accredited	12/13/2017	12/12/2017	12/12/2017
 Hospital	Accredited	3/5/2018	12/15/2017	8/14/2018

Special Quality Awards

2013 Top Performer on Key Quality Measures®

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Behavioral Health Care and Human Services	2015 National Patient Safety Goals		 *
	2015 National Patient Safety Goals		 *
	2017 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
Carl T. Hayden VA Medical Center * 650 East Indian School Road Phoenix, AZ 85012-1892	Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult) (24-hour Acute Care/Crisis Stabilization - Adult) (Partial Hospitalization - Adult) Cardiac Catheterization Lab (Surgical Services) Chemical Dependency (Non 24 Hour Care - Adult) (24-hour Acute Care/Crisis Stabilization - Adult) (Residential Care - Adult) (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) Eating Disorders/Adult, Outpatient/Adult (Non 24 Hour Care - Adult) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Employment Services (Non 24 Hour Care) Family Support (Non 24 Hour Care) Gastroenterology (Surgical Services) GI or Endoscopy Lab (Imaging/Diagnostic Services) Gynecological Surgery (Surgical Services) Hazardous Medication Compounding (Inpatient) Hematology/Oncology Unit (Inpatient) Home Health, Non-Hospice Services In-Home Behavioral Health Services (Non 24 Hour Care - Adult) Inpatient Unit (Inpatient) Interventional Radiology (Inpatient, Outpatient, Imaging/Diagnostic Services) Nuclear Medicine (Imaging/Diagnostic Services) Occupational Therapy Orthopedic Surgery (Surgical Services) Orthopedic/Spine Unit (Inpatient) Outpatient Clinics (Outpatient) Peer Support (Non 24 Hour Care) Pharmacy/Dispensary, General Services Physical Therapy Plastic Surgery (Surgical Services) Positron Emission Tomography (PET) (Imaging/Diagnostic Services) Post Anesthesia Care Unit (PACU) (Inpatient) Respite Care (Residential / Group Homes) Skilled Nursing Services 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) Telehealth Thoracic Surgery (Surgical Services) Ultrasound (Imaging/Diagnostic Services) Urology (Surgical Services) Vascular Surgery (Surgical Services) Vocational Rehabilitation (Non 24 Hour Care - Adult) Wound Care



Locations of Care

* Primary Location

Locations of Care	Available Services
	<ul style="list-style-type: none"> • Magnetic Resonance Imaging (Imaging/Diagnostic Services) • Medical /Surgical Unit (Inpatient) • Medical ICU (Intensive Care Unit) • Medical Social Services • Non-Sterile Medication Compounding (Inpatient)
Community Resource & Referral Center 1500 East Thomas Road, Suite 106 Phoenix, AZ 85014	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Lab draw section Services: <ul style="list-style-type: none"> • Behavioral Health (Non 24 Hour Care - Adult) • Community Integration (Non 24 Hour Care) • Employment Services (Non 24 Hour Care) • Family Support (Non 24 Hour Care) • Outpatient Clinics (Outpatient) • Peer Support (Non 24 Hour Care)
Globe VA Health Care Clinic 5860 South Hospital Drive, Suite 111 Globe, AZ 85501-9449	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Lab draw section Services: <ul style="list-style-type: none"> • Behavioral Health (Non 24 Hour Care - Adult) • Outpatient Clinics (Outpatient) • Peer Support (Non 24 Hour Care) • Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)
Midtown VA Clinic 5040 North 15th Avenue Phoenix, AZ 85015	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Lab draw section 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)
Northeast VA Health Care Clinic 11390 E. Via Linda Rd. Scottsdale, AZ 85259	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Lab draw section 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)



Locations of Care

* Primary Location

Locations of Care	Available Services
Northwest VA Health Care Clinic 13985 W. Grand Ave., Suite 101 Surprise, AZ 85374	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Lab draw section Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)
Payson VA Health Care Clinic 903 East Highway 260 Payson, AZ 85541	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Lab draw section Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)
Show Low VA Health Care Clinic 5171 Cub Lake Road, Suite C380 Show Low, AZ 85901	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Lab draw section Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Home Health, Non-Hospice Services Medical Social Services Outpatient Clinics (Outpatient) Physical Therapy Skilled Nursing Services Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)
Southeast VA Health Care Clinic 3285 S. Val Vista Drive Gilbert, AZ 85295	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Lab draw section Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)
Southwest Community-Based Outpatient Clinic 9250 West Thomas Road Phoenix, AZ 85037	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Lab draw section 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)



Locations of Care




* Primary Location

Locations of Care	Available Services
Thunderbird VA Health Care Clinic 9424 N. 25th Avenue Phoenix, AZ 85021	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Lab draw section 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)







2015 National Patient Safety Goals

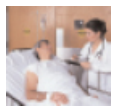
Symbol Key

-  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 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	

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








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.

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




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	



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.
-  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: January 2019 - December 2019

Symbol Key

-  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.
-  This organization's performance is below the target range/value.
-  Not displayed


Footnote Key

1. The Measure or Measure Set was not reported.
2. The Measure Set does not have an overall result.
3. The number of patients is not enough for comparison purposes.
4. The measure meets the Privacy Disclosure Threshold rule.
5. The organization scored above 90% but was below most other organizations.
6. The Measure results are not statistically valid.
7. The Measure results are based on a sample of patients.
8. The number of months with Measure data is below the reporting requirement.
9. The measure results are temporarily suppressed pending resubmission of updated data.
10. Test Measure: a measure being evaluated for reliability of the individual data elements or awaiting National Quality Forum Endorsement.
11. There were no eligible patients that met the denominator criteria.

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	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.	 ² 252.00 minutes 637 eligible Patients	55.00	133.00	67.62	146.60



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

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

---- Null value or data not displayed.

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



National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

Symbol Key

-  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.
-  This organization's performance is below the target range/value.
-  Not displayed


Footnote Key

1. The Measure or Measure Set was not reported.
2. The Measure Set does not have an overall result.
3. The number of patients is not enough for comparison purposes.
4. The measure meets the Privacy Disclosure Threshold rule.
5. The organization scored above 90% but was below most other organizations.
6. The Measure results are not statistically valid.
7. The Measure results are based on a sample of patients.
8. The number of months with Measure data is below the reporting requirement.
9. The measure results are temporarily suppressed pending resubmission of updated data.
10. Test Measure: a measure being evaluated for reliability of the individual data elements or awaiting National Quality Forum Endorsement.
11. There were no eligible patients that met the denominator criteria.

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.	 99% of 579 eligible Patients	99%	92%	---- ³	---- ³



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

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

---- Null value or data not displayed.

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