Accreditation Quality Report

The Joint Commission

Version: 11

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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 with your comments and suggestions.

Mark R. Chassin, MD, MPP, MPH
President of the Joint Commission

Summary of Quality Information

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
🥇 Home Care	Accredited	8/29/2019	8/28/2019	8/28/2019
🥇 Hospital	Accredited	12/2/2016	8/30/2019	10/7/2019
🥇 Laboratory	Accredited	11/30/2018	11/29/2018	11/29/2018
🥇 Nursing Care Center	Accredited	8/29/2019	8/28/2019	8/28/2019

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

Pathology and Clinical Laboratory

Hospital

Special Quality Awards

2013 Top Performer on Key Quality Measures®

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	**Statewide**
Home Care	**2019 National Patient Safety Goals**	✓	N/A *
Hospital	**2016 National Patient Safety Goals**	✓	N/A *
	National Quality Improvement Goals:		
Reporting Period: Apr 2018 - Mar 2019	Emergency Department	N/D 2	N/D 2
	Perinatal Care	N/D 2	N/D 2
Laboratory	**2018 National Patient Safety Goals**	✓	N/A *
Nursing Care Center	**2019 National Patient Safety Goals**	✓	N/A *

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

Locations of Care

* Primary Location

Locations of Care	Available Services
Divine Savior Healthcare Crossroads Clinic DBA: Divine Savior Healthcare, Inc. N4390 Crossroads Clinic Road Oxford, WI 53952-9465	**Services:** ● General Laboratory Tests ● Outpatient Clinics (Outpatient)
Divine Savior Healthcare, Inc. * DBA: Divine Savior Healthcare, Inc. 2817 New Pinery Road Portage, WI 53901-0387	**Services:** ● CT Scanner (Imaging/Diagnostic Services) ● Ear/Nose/Throat Surgery (Surgical Services) ● EEG/EKG/EMG Lab (Imaging/Diagnostic Services) ● Gastroenterology (Surgical Services) ● General Laboratory Tests ● GI or Endoscopy Lab (Imaging/Diagnostic Services) ● Gynecological Surgery (Surgical Services) ● Gynecology (Inpatient) ● Hazardous Medication Compounding (Inpatient) ● Inpatient Unit (Inpatient) ● Labor & Delivery (Inpatient) ● Magnetic Resonance Imaging (Imaging/Diagnostic Services) ● Medical /Surgical Unit (Inpatient) ● Medical ICU (Intensive Care Unit) ● Non-Sterile Medication Compounding (Inpatient) ● Normal Newborn Nursery (Inpatient) ● Nuclear Medicine (Imaging/Diagnostic Services) ● Ophthalmology (Surgical Services) ● Orthopedic Surgery (Surgical Services) ● Outpatient Clinics (Outpatient) ● Positron Emission Tomography (PET) (Imaging/Diagnostic Services) ● Post Anesthesia Care Unit (PACU) (Inpatient) ● Sleep Laboratory (Sleep Laboratory) ● Sterile Medication Compounding (Inpatient) ● Surgical ICU (Intensive Care Unit) ● Teleradiology (Imaging/Diagnostic Services) ● Toxicology ● Ultrasound (Imaging/Diagnostic Services) ● Urology (Surgical Services)
Divine Savior Healthcare, Inc.-Pardeeville Clinic DBA: Divine Savior Healthcare, Inc. 102 Gillette St Pardeeville, WI 53954	**Services:** ● General Laboratory Tests ● Outpatient Clinics (Outpatient)
Tivoli at Divine Savior Healthcare, Inc. DBA: Tivoli at Divine Savior Healthcare, Inc. 2805 Hunters Trail Portage, WI 53901	**Services:** ● Dementia Care ● General Laboratory Tests ● Home Health Aides ● Home Health, Non-Hospice Services ● Medical Social Services ● Occupational Therapy ● Physical Therapy ● Rehabilitation Services ● Skilled Nursing Care ● Skilled Nursing Services ● Speech Language Pathology

2019 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.
N/A	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	✓

Quality Check®

2016 National Patient Safety Goals

Hospital

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

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	✓
Use Alarms Safely	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: April 2018 - March 2019

Measure Area	Explanation	Compared to other Joint Commission Accredited Organizations	
		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

Measure	Explanation	Compared to other Joint Commission Accredited Organizations			
			Nationwide		Statewide	
		Hospital Results	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 ———— 71.00 minutes 1090 eligible Patients	55.00	136.00	42.26	73.70

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

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

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National Quality Improvement Goals

Reporting Period: April 2018 - March 2019

Measure Area	Explanation	Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Perinatal Care	This category of evidenced based measures assesses the care of mothers and newborns.	N/D 2	N/D 2

Measure	Explanation	Hospital Results	Compared to other Joint Commission Accredited Organizations			
			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.	N/D 4 ----	100%	98%	100%	98%
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 28 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.	✓ 75% of 187 eligible Patients	73%	52%	79%	62%

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

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2018 National Patient Safety Goals

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	✓

2019 National Patient Safety Goals

Nursing Care Center

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	✓
Improve the safety of using medications.	Reducing Harm from Anticoagulation Therapy	✓
	Reconciling Medication Information	✓
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	✓
	Preventing Central-Line Associated Blood Stream Infections	✓
	Preventing Catheter-Associated Urinary Tract Infection	✓
Reduce the risk of patient harm resulting from falls.	Implementing a Fall Reduction Program	✓
Prevent health care-associated pressure ulcers (decubitus ulcers).	Assessing Resident Risk for Pressure Ulcers	✓