



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

### Footnote Key

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| Accreditation Programs                                                                     | Accreditation Decision | Effective Date | Last Full Survey Date | Last On-Site Survey Date |
|--------------------------------------------------------------------------------------------|------------------------|----------------|-----------------------|--------------------------|
|  Hospital | Accredited             | 12/12/2015     | 10/19/2018            | 10/19/2018               |

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

Hospital

|                                          |                                               | Compared to other Joint Commission Accredited Organizations                                        |                                                                                                    |
|------------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
|                                          |                                               | Nationwide                                                                                         | Statewide                                                                                          |
| Hospital                                 | <b>2018 National Patient Safety Goals</b>     |                 |  *              |
| Reporting Period:<br>Apr 2017 - Mar 2018 | <b>National Quality Improvement Goals:</b>    |                                                                                                    |                                                                                                    |
|                                          | Emergency Department                          |  <sup>2</sup> |  <sup>2</sup> |
|                                          | Hospital-Based Inpatient Psychiatric Services |  <sup>2</sup> |  <sup>2</sup> |
|                                          | Immunization                                  |  <sup>2</sup> |  <sup>2</sup> |



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Locations of Care

| * Primary Location                                                                                                                                                                  |                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Locations of Care                                                                                                                                                                   | Available Services                                                                                                                                                                                                                                                 |
| <b>Banner - University Medical Center South Campus - Alvernon</b><br>DBA: Banner - University Medical Center South Family Medicine<br>707 N Alvernon Suites 101<br>Tucson, AZ 85711 | <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"><li>Banner - University Medical Center South Multi-Specialty, Su</li></ul> <b>Services:</b> <ul style="list-style-type: none"><li>Outpatient Clinics (Outpatient)</li></ul> |
| <b>Banner University Medical Center South Campus</b><br>DBA: Banner University Medical Center South Campus Family Medicin<br>3950 S Country Club Rd Suite 130<br>Tucson, AZ 85714   | <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"><li>Diabetes, Suite 140</li></ul> <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>Banner- University Medical Center South Campus *</b><br>2800 E Ajo Way<br>Tucson, AZ 85713 | <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"><li>• Banner University Medical Center South Campus Psychiatry</li><li>• Multi Suite 100</li><li>• Multi Suite 101</li><li>• Multi Suite 102</li><li>• Multi Suite 103</li><li>• Multi Suite 105</li><li>• Multi Suite 200</li></ul> <hr/> <b>Services:</b> <ul style="list-style-type: none"><li>• Behavioral Health (Non 24 Hour Care - Adult) (24-hour Acute Care/Crisis Stabilization - Adult)</li><li>• Cardiac Catheterization Lab (Surgical Services)</li><li>• CT Scanner (Imaging/Diagnostic Services)</li><li>• Dialysis Unit (Inpatient)</li><li>• Ear/Nose/Throat Surgery (Surgical Services)</li><li>• Eating Disorders (Outpatient)</li><li>• EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li><li>• Gastroenterology (Surgical Services)</li><li>• GI or Endoscopy Lab (Imaging/Diagnostic Services)</li><li>• Gynecological Surgery (Surgical Services)</li><li>• Inpatient Unit (Inpatient)</li><li>• Interventional Radiology (Inpatient, 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>• Ophthalmology (Surgical Services)</li><li>• Orthopedic Surgery (Surgical Services)</li><li>• Outpatient Clinics (Outpatient)</li><li>• Pediatric Nephrology (Outpatient - Child/Youth)</li><li>• Plastic Surgery (Surgical Services)</li><li>• Post Anesthesia Care Unit (PACU) (Inpatient)</li><li>• Surgical ICU (Intensive Care Unit)</li><li>• Surgical Unit (Inpatient)</li><li>• Ultrasound (Imaging/Diagnostic Services)</li><li>• Urology (Surgical Services)</li><li>• Vascular Surgery (Surgical Services)</li></ul> |



## 2018 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.

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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: April 2017 - March 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>119.00 minutes<br>861 eligible Patients | 55.00                                                       | 135.00           | 79.21                   | 146.07           |
| 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>369.00 minutes<br>865 eligible Patients | 205.00                                                      | 319.00           | 268.94                  | 334.66           |



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Compared to other Joint Commission  
Accredited Organizations

| Measure Area                                  | Explanation                                                                                                   | Nationwide   | Statewide    |
|-----------------------------------------------|---------------------------------------------------------------------------------------------------------------|--------------|--------------|
| Hospital-Based Inpatient Psychiatric Services | This category of evidenced based measures assesses the overall quality of care given to psychiatric patients. | <sup>2</sup> | <sup>2</sup> |

Compared to other Joint Commission  
Accredited Organizations

| 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: |
| Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Overall Rate | This measure reports the overall number of patients screened for violence risk to self and others, substance and alcohol use, psychological trauma history and patient strengths. Screening for violence risk to self determines if patients are likely to harm themselves. Screening for violence risk to others determines if patients are likely to harm others. Screening for substance and alcohol use determines if patients need help for their use. Screening for psychological trauma history determines if patients have experienced terrible events in their lives which have left them fearful or anxious and unable to handle their feelings. Screening for patient strengths identifies positive things such as family support, a steady job, housing, etc. which are used to help the patient recover. | <br>79% of 471 eligible Patients | 100%                                                        | 95%           | 100%                     | 92%           |



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Accredited Organizations

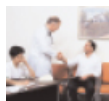
| Measure                                                                                                             | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Compared to other Joint Commission<br>Accredited Organizations |                                |                  |                                |                   |
|---------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------|------------------|--------------------------------|-------------------|
|                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Nationwide                                                     |                                | Statewide        |                                |                   |
|                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Hospital<br>Results                                            | Top 10%<br>Scored<br>at Least: | Average<br>Rate: | Top 10%<br>Scored<br>at Least: | Average<br>Rate:  |
| Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Children (1-12 years) | This measure reports the number of children age (1-12 years) screened for violence risk to self and others, substance and alcohol use, psychological trauma history and patient strengths. Screening for violence risk to self determines if patients are likely to harm themselves. Screening for violence risk to others determines if patients are likely to harm others. Screening for substance and alcohol use determines if patients need help for their use. Screening for psychological trauma history determines if patients have experienced terrible events in their lives which have left them fearful or anxious and unable to handle their feelings. Screening for patient strengths identifies positive things such as family support, a steady job, housing, etc. which are used to help the patient recover. | <sup>3</sup><br>----                                           | 100%                           | 97%              | ---- <sup>3</sup>              | ---- <sup>3</sup> |



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Compared to other Joint  
Commission

Accredited Organizations

| Measure Area                                        | Explanation                                                                                                   | Nationwide   | Statewide    |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------|--------------|--------------|
| Hospital-Based<br>Inpatient Psychiatric<br>Services | This category of evidenced based measures assesses the overall quality of care given to psychiatric patients. | <sup>2</sup> | <sup>2</sup> |

Compared to other Joint Commission  
Accredited Organizations

| Measure                                                                                                                | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Compared to other Joint Commission<br>Accredited Organizations |                                |                  |                                |                   |
|------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------|------------------|--------------------------------|-------------------|
|                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Nationwide                                                     |                                | Statewide        |                                |                   |
|                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Hospital<br>Results                                            | Top 10%<br>Scored<br>at Least: | Average<br>Rate: | Top 10%<br>Scored<br>at Least: | Average<br>Rate:  |
| Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Adolescent (13-17 years) | This measure reports the number of adolescent age (13-17 years) screened for violence risk to self and others, substance and alcohol use, psychological trauma history and patient strengths. Screening for violence risk to self determines if patients are likely to harm themselves. Screening for violence risk to others determines if patients are likely to harm others. Screening for substance and alcohol use determines if patients need help for their use. Screening for psychological trauma history determines if patients have experienced terrible events in their lives which have left them fearful or anxious and unable to handle their feelings. Screening for patient strengths identifies positive things such as family support, a steady job, housing, etc. which are used to help the patient recover. | <sup>3</sup><br>----                                           | 100%                           | 96%              | ---- <sup>3</sup>              | ---- <sup>3</sup> |



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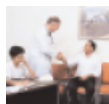
| Measure                                                                                                           | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Compared to other Joint Commission<br>Accredited Organizations |                                |                  |                                |                  |
|-------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------|------------------|--------------------------------|------------------|
|                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Hospital<br>Results                                            | Top 10%<br>Scored<br>at Least: | Average<br>Rate: | Top 10%<br>Scored<br>at Least: | Average<br>Rate: |
| Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Adult (18-64 years) | This measure reports the number of adults age (18-64 years) screened for violence risk to self and others, substance and alcohol use, psychological trauma history and patient strengths. Screening for violence risk to self determines if patients are likely to harm themselves. Screening for violence risk to others determines if patients are likely to harm others. Screening for substance and alcohol use determines if patients need help for their use. Screening for psychological trauma history determines if patients have experienced terrible events in their lives which have left them fearful or anxious and unable to handle their feelings. Screening for patient strengths identifies positive things such as family support, a steady job, housing, etc. which are used to help the patient recover. | <br><br>77% of<br>324 eligible<br>Patients                     | 100%                           | 95%              | 100%                           | 93%              |



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| Measure                                                                                                                      | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Compared to other Joint Commission<br>Accredited Organizations |                                |                  |                                |                  |
|------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------|------------------|--------------------------------|------------------|
|                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Hospital<br>Results                                            | Top 10%<br>Scored<br>at Least: | Average<br>Rate: | Top 10%<br>Scored<br>at Least: | Average<br>Rate: |
| Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Older Adult ( $\geq 65$ years) | This measure reports the number of older adult ( $\geq 65$ years) screened for violence risk to self and others, substance and alcohol use, psychological trauma history and patient strengths. Screening for violence risk to self determines if patients are likely to harm themselves. Screening for violence risk to others determines if patients are likely to harm others. Screening for substance and alcohol use determines if patients need help for their use. Screening for psychological trauma history determines if patients have experienced terrible events in their lives which have left them fearful or anxious and unable to handle their feelings. Screening for patient strengths identifies positive things such as family support, a steady job, housing, etc. which are used to help the patient recover. | <br><br>86% of<br>147 eligible<br>Patients                     | 100%                           | 94%              | 100%                           | 96%              |



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Compared to other Joint  
Commission

Accredited Organizations

| Measure Area                                        | Explanation                                                                                                   | Nationwide   | Statewide    |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------|--------------|--------------|
| Hospital-Based<br>Inpatient Psychiatric<br>Services | This category of evidenced based measures assesses the overall quality of care given to psychiatric patients. | <sup>2</sup> | <sup>2</sup> |

Compared to other Joint Commission  
Accredited Organizations

| Measure                                                                                                     | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Compared to other Joint Commission<br>Accredited Organizations |                                |                  |                                |                   |
|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------|------------------|--------------------------------|-------------------|
|                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Hospital<br>Results                                            | Top 10%<br>Scored<br>at Least: | Average<br>Rate: | Top 10%<br>Scored<br>at Least: | Average<br>Rate:  |
| Multiple Antipsychotic<br>Medications at Discharge with<br>Appropriate Justification<br>Overall Rate        | This is a proportion measure. A proportion measure is a measure which shows the number of occurrences over the entire group within which the occurrence should take place. The numerator is expressed as a subset of the denominator. This measure reports the overall number of patients discharged on two or more antipsychotic medications. Antipsychotic medications are a group of drugs used to treat psychosis. Psychosis is a mental illness that markedly interferes with a person's capacity to meet life's everyday demands.                                                                                                                                       | <br>50% of<br>8 eligible<br>Patients                           | 100%                           | 62%              | 100%                           | 66%               |
| Multiple Antipsychotic<br>Medications at Discharge with<br>Appropriate Justification<br>Children Age 1 - 12 | This measure reports the number of patients age 1 through 12 years discharged on two or more antipsychotic medications for which there was an appropriate justification. Antipsychotic medications are a group of drugs used to treat psychosis. Psychosis is a mental illness that markedly interferes with a person's capacity to meet life's everyday demands. Appropriate justifications include previous attempts to control psychosis with one antipsychotic medication, a plan to reduce the number of antipsychotic medications to one antipsychotic medication or the addition of an antipsychotic medication when the patient is also being treated with Clozapine. | <sup>3</sup><br>----                                           | 100%                           | 41%              | ---- <sup>3</sup>              | ---- <sup>3</sup> |



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## National Quality Improvement Goals

Reporting Period: April 2017 - March 2018

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Compared to other Joint  
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| Measure Area                                        | Explanation                                                                                                   | Nationwide   | Statewide    |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------|--------------|--------------|
| Hospital-Based<br>Inpatient Psychiatric<br>Services | This category of evidenced based measures assesses the overall quality of care given to psychiatric patients. | <sup>2</sup> | <sup>2</sup> |

Compared to other Joint Commission  
Accredited Organizations

| Measure                                                                                                         | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Compared to other Joint Commission<br>Accredited Organizations |                                |                  |                                |                   |
|-----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------|------------------|--------------------------------|-------------------|
|                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Hospital<br>Results                                            | Top 10%<br>Scored<br>at Least: | Average<br>Rate: | Top 10%<br>Scored<br>at Least: | Average<br>Rate:  |
| Multiple Antipsychotic<br>Medications at Discharge with<br>Appropriate Justification<br>Adolescents Age 13 - 17 | This measure reports the number of patients age 13 through 17 years discharged on two or more antipsychotic medications for which there was an appropriate justification. Antipsychotic medications are a group of drugs used to treat psychosis. Psychosis is a mental illness that markedly interferes with a person's capacity to meet life's everyday demands. Appropriate justifications include previous attempts to control psychosis with one antipsychotic medication, a plan to reduce the number of antipsychotic medications to one antipsychotic medication or the addition of an antipsychotic medication when the patient is also being treated with Clozapine. | <sup>3</sup><br>----                                           | 100%                           | 49%              | ---- <sup>3</sup>              | ---- <sup>3</sup> |



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Commission

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| Measure Area                                        | Explanation                                                                                                   | Nationwide   | Statewide    |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------|--------------|--------------|
| Hospital-Based<br>Inpatient Psychiatric<br>Services | This category of evidenced based measures assesses the overall quality of care given to psychiatric patients. | <sup>2</sup> | <sup>2</sup> |

Compared to other Joint Commission  
Accredited Organizations

| Measure                                                                                                    | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Compared to other Joint Commission<br>Accredited Organizations |                                |                  |                                |                  |
|------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------|------------------|--------------------------------|------------------|
|                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Hospital<br>Results                                            | Top 10%<br>Scored<br>at Least: | Average<br>Rate: | Top 10%<br>Scored<br>at Least: | Average<br>Rate: |
| Multiple Antipsychotic<br>Medications at Discharge with<br>Appropriate Justification<br>Adults Age 18 - 64 | This measure reports the number of patients age 18 through 64 years discharged on two or more antipsychotic medications for which there was an appropriate justification. Antipsychotic medications are a group of drugs used to treat psychosis. Psychosis is a mental illness that markedly interferes with a person's capacity to meet life's everyday demands. Appropriate justifications include previous attempts to control psychosis with one antipsychotic medication, a plan to reduce the number of antipsychotic medications to one antipsychotic medication or the addition of an antipsychotic medication when the patient is also being treated with Clozapine. | <br>43% of<br>7 eligible<br>Patients                           | 100%                           | 63%              | 100%                           | 69%              |



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Compared to other Joint  
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| Measure Area                                  | Explanation                                                                                                   | Nationwide | Statewide |
|-----------------------------------------------|---------------------------------------------------------------------------------------------------------------|------------|-----------|
| Hospital-Based Inpatient Psychiatric Services | This category of evidenced based measures assesses the overall quality of care given to psychiatric patients. | 2          | 2         |

Compared to other Joint Commission  
Accredited Organizations

| Measure                                                                                                      | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Compared to other Joint Commission Accredited Organizations |                          |               |                          |               |
|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|--------------------------|---------------|--------------------------|---------------|
|                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Hospital Results                                            | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Multiple Antipsychotic Medications at Discharge with Appropriate Justification Older Adults Age 65 and Older | This measure reports the number of patients age 65 and older discharged on two or more antipsychotic medications for which there was an appropriate justification. Antipsychotic medications are a group of drugs used to treat psychosis. Psychosis is a mental illness that markedly interferes with a person's capacity to meet life's everyday demands. Appropriate justifications include previous attempts to control psychosis with one antipsychotic medication, a plan to reduce the number of antipsychotic medications to one antipsychotic medication or the addition of an antipsychotic medication when the patient is also being treated with Clozapine. | 4<br>----                                                   | 100%                     | 58%           | 100%                     | 64%           |
| Hours of Physical Restraint Use per 1000 Patient Hours - Overall Rate                                        | This measure reports the total hours patients were kept in physical restraints for every 1,000 hours of patient care. Physical restraint is any manual method or physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, body or head freely when it is used as a restriction to manage a patient's behavior or restrict the patient's freedom of movement and is not a standard treatment for the patient's medical or psychiatric condition.                                                                                                                                        | <br>0.13<br>(111 Total Hours in Restraint)                  | N/A                      | 0.48          | N/A                      | 0.04          |



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Compared to other Joint  
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Accredited Organizations

| Measure Area                                        | Explanation                                                                                                   | Nationwide   | Statewide    |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------|--------------|--------------|
| Hospital-Based<br>Inpatient Psychiatric<br>Services | This category of evidenced based measures assesses the overall quality of care given to psychiatric patients. | <sup>2</sup> | <sup>2</sup> |

Compared to other Joint Commission  
Accredited Organizations

| Measure                                                    | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Compared to other Joint Commission<br>Accredited Organizations |                                |                  |                                |                   |
|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------|------------------|--------------------------------|-------------------|
|                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Hospital<br>Results                                            | Top 10%<br>Scored<br>at Least: | Average<br>Rate: | Top 10%<br>Scored<br>at Least: | Average<br>Rate:  |
| Hours of Physical Restraint<br>Use Children Age 1 - 12     | This measure reports the number of hours patients age 1 through 12 years were kept in physical restraints for every 1,000 hours of patient care. Physical restraint is any manual method or physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, body or head freely when it is used as a restriction to manage a patient's behavior or restrict the patient's freedom of movement and is not a standard treatment for the patient's medical or psychiatric condition.  | <sup>3</sup><br>----                                           | N/A                            | 0.34             | ---- <sup>3</sup>              | ---- <sup>3</sup> |
| Hours of Physical Restraint<br>Use Adolescents Age 13 - 17 | This measure reports the number of hours patients age 13 through 17 years were kept in physical restraints for every 1,000 hours of patient care. Physical restraint is any manual method or physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, body or head freely when it is used as a restriction to manage a patient's behavior or restrict the patient's freedom of movement and is not a standard treatment for the patient's medical or psychiatric condition. | <sup>3</sup><br>----                                           | N/A                            | 0.24             | ---- <sup>3</sup>              | ---- <sup>3</sup> |



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| Measure Area                                        | Explanation                                                                                                   | Nationwide   | Statewide    |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------|--------------|--------------|
| Hospital-Based<br>Inpatient Psychiatric<br>Services | This category of evidenced based measures assesses the overall quality of care given to psychiatric patients. | <sup>2</sup> | <sup>2</sup> |

Compared to other Joint Commission  
Accredited Organizations

| Measure                                                             | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Compared to other Joint Commission<br>Accredited Organizations |                                |                  |                                |                  |
|---------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------|------------------|--------------------------------|------------------|
|                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Hospital<br>Results                                            | Top 10%<br>Scored<br>at Least: | Average<br>Rate: | Top 10%<br>Scored<br>at Least: | Average<br>Rate: |
| Hours of Physical Restraint<br>Use Adults Age 18 - 64               | This measure reports the number of hours patients age 18 through 64 years were kept in physical restraints for every 1,000 hours of patient care. Physical restraint is any manual method or physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, body or head freely when it is used as a restriction to manage a patient's behavior or restrict the patient's freedom of movement and is not a standard treatment for the patient's medical or psychiatric condition. | <br>0.14<br>(101 Total<br>Hours in<br>Restraint)               | N/A                            | 0.56             | N/A                            | 0.04             |
| Hours of Physical Restraint<br>Use Older Adults Age 65 and<br>Older | This measure reports the number of hours patients age 65 and older were kept in physical restraints for every 1,000 hours of patient care. Physical restraint is any manual method or physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, body or head freely when it is used as a restriction to manage a patient's behavior or restrict the patient's freedom of movement and is not a standard treatment for the patient's medical or psychiatric condition.        | <br>0.08<br>(10 Total Hours<br>in Restraint)                   | N/A                            | 0.15             | N/A                            | 0.01             |
| Hours of Seclusion Use per<br>1000 Patient Hours - Overall<br>Rate  | This measure reports the total hours patients were kept in seclusion for every 1,000 hours of patient care. Seclusion is the involuntary confinement of a patient alone in a room or an area where the patient is physically prevented from leaving.                                                                                                                                                                                                                                                                                                         | <br>0.03<br>(26 Total Hours<br>in Seclusion)                   | N/A                            | 0.37             | N/A                            | 0.02             |



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| Measure Area                                        | Explanation                                                                                                   | Nationwide   | Statewide    |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------|--------------|--------------|
| Hospital-Based<br>Inpatient Psychiatric<br>Services | This category of evidenced based measures assesses the overall quality of care given to psychiatric patients. | <sup>2</sup> | <sup>2</sup> |

Compared to other Joint Commission  
Accredited Organizations

| Measure                                                 | Explanation                                                                                                                                                                                                                                                                      | Compared to other Joint Commission<br>Accredited Organizations |                                |                  |                                |                   |
|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------|------------------|--------------------------------|-------------------|
|                                                         |                                                                                                                                                                                                                                                                                  | Hospital<br>Results                                            | Top 10%<br>Scored<br>at Least: | Average<br>Rate: | Top 10%<br>Scored<br>at Least: | Average<br>Rate:  |
| Hours of Seclusion Use<br>Children Age 1 - 12           | This measure reports the number of hours patients age 1 through 12 years were kept in seclusion for every 1,000 hours of patient care. Seclusion is the involuntary confinement of a patient alone in a room or an area where the patient is physically prevented from leaving.  | <sup>3</sup><br>----                                           | N/A                            | 0.60             | ---- <sup>3</sup>              | ---- <sup>3</sup> |
| Hours of Seclusion Use<br>Adolescents Age 13 - 17       | This measure reports the number of hours patients age 13 through 17 years were kept in seclusion for every 1,000 hours of patient care. Seclusion is the involuntary confinement of a patient alone in a room or an area where the patient is physically prevented from leaving. | <sup>3</sup><br>----                                           | N/A                            | 0.19             | ---- <sup>3</sup>              | ---- <sup>3</sup> |
| Hours of Seclusion Use Adults<br>Age 18 - 64            | This measure reports the number of hours patients age 18 through 64 years were kept in seclusion for every 1,000 hours of patient care. Seclusion is the involuntary confinement of a patient alone in a room or an area where the patient is physically prevented from leaving. | <br>0.04<br>(26 Total Hours in Seclusion)                      | N/A                            | 0.42             | N/A                            | 0.02              |
| Hours of Seclusion Use Older<br>Adults Age 65 and Older | This measure reports the number of hours patients age 65 and older were kept in seclusion for every 1,000 hours of patient care. Seclusion is the involuntary confinement of a patient alone in a room or an area where the patient is physically prevented from leaving.        | <br>0.00<br>(0 Total Hours in Seclusion)                       | N/A                            | 0.04             | N/A                            | 0.00              |



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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<br>Top 10%<br>Scored<br>at Least: | Average<br>Rate: | Statewide<br>Top 10%<br>Scored<br>at Least: | Average<br>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>91% of<br>471 eligible<br>Patients | 100%                                         | 94%              | 99%                                         | 95%              |



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