

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, 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 the key area of 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.

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

Symbol Key

-  This organization achieved the best possible results.
-  This organization's performance is above the target range/value.
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Footnote Key

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3. The number of patients is not enough for comparison purposes.
4. The measure meets the Privacy Disclosure Threshold rule.
5. The organization scored above 90% but was below most other organizations.
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Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
 Critical Access Hospital	Accredited	3/5/2016	3/4/2016	4/15/2016
 Laboratory	Accredited	4/23/2015	5/12/2017	5/12/2017

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

Critical Access Hospital

Special Quality Awards

2014 Top Performer on Key Quality Measures®

2012 Top Performer on Key Quality Measures®

		Compared to other Joint Commission Accredited Organizations		
		Nationwide	Statewide	
Critical Access Hospital	2016 National Patient Safety Goals		 *	
	National Quality Improvement Goals:			
	Reporting Period: Oct 2015 - Sep 2016	Emergency Department	 ²	 ²
		Immunization	 ²	 ²
		Tobacco Treatment	 ²	 ²
	Venous Thromboembolism (VTE)	 ²	 ²	
Laboratory	2015 National Patient Safety Goals		 *	



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



Locations of Care

*** Primary Location**

Locations of Care	Available Services
<p>Primary Care Center Dundee 30 Millard St Dundee, NY 14837</p>	<p>Services:</p> <ul style="list-style-type: none"> • General Laboratory Tests
<p>Primary Care Center, Ovid 2138 West Seneca Street Ovid, NY 14521</p>	<p>Services:</p> <ul style="list-style-type: none"> • General Laboratory Tests • Outpatient Clinics (Outpatient)
<p>Schuyler Hospital Montour Falls Extension Clinic 401 West Main Street Montour Falls, NY 14865</p>	<p>Services:</p> <ul style="list-style-type: none"> • General Laboratory Tests • Outpatient Clinics (Outpatient)
<p>Schuyler Hospital Primary Care Center 230 Steuben Street Montour Falls, NY 14865</p>	<p>Services:</p> <ul style="list-style-type: none"> • General Laboratory Tests • Outpatient Clinics (Outpatient)
<p>Schuyler Hospital September Hill Building 250 Steuben Street Montour Falls, NY 14865</p>	<p>Services:</p> <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient)
<p>Schuyler Hospital, Inc. * 220 Steuben Street Montour Falls, NY 14865</p>	<p>Services:</p> <ul style="list-style-type: none"> • Acute Care • CT Scanner (Imaging/Diagnostic Services) • Ear/Nose/Throat Surgery (Surgical Services) • EEG/EKG/EMG Lab (Imaging/Diagnostic Services) • Gastroenterology (Surgical Services) • General Laboratory Tests • Magnetic Resonance Imaging (Imaging/Diagnostic Services) • Mammography (Imaging/Diagnostic Services) • Medical /Surgical Unit (Inpatient) • Medical ICU (Intensive Care Unit) • Orthopedic Surgery (Surgical Services) • Outpatient Clinics (Outpatient) • Plastic Surgery (Surgical Services) • Sleep Laboratory (Sleep Laboratory) • Swing Beds • Toxicology • Ultrasound (Imaging/Diagnostic Services)



2016 National Patient Safety Goals

Symbol Key

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Critical Access 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	
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	
Universal Protocol	Conducting a Pre-Procedure Verification Process	
	Marking the Procedure Site	
	Performing a Time-Out	



National Quality Improvement Goals

Reporting Period: October 2015 - September 2016

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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				
		Nationwide		Statewide		
Measure	Explanation	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.	2 103.00 minutes 387 eligible Patients	53.00	124.00	73.18	187.13
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.	2 253.00 minutes 387 eligible Patients	202.00	311.00	252.46	419.23

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

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National Quality Improvement Goals

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Compared to other Joint Commission Accredited Organizations

Measure Area	Explanation	Nationwide	Statewide
Immunization	This evidence-based prevention measure set assesses immunization activity for pneumonia and influenza.	2	2

Compared to other Joint Commission Accredited Organizations

Measure	Explanation	Compared to other Joint Commission Accredited Organizations				
		Hospital Results	Nationwide Top 10% Scored at Least:	Average Rate:	Statewide Top 10% Scored at Least:	Average 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.	 94% of 231 eligible Patients	100%	94%	99%	92%



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Compared to other Joint Commission Accredited Organizations

Measure Area	Explanation	Nationwide	Statewide
Tobacco Treatment	This category of evidence based measures assesses the overall quality of care provided for tobacco use	2	2

Compared to other Joint Commission Accredited Organizations

Measure	Explanation	Compared to other Joint Commission Accredited Organizations				
		Hospital Results	Nationwide Top 10% Scored at Least:	Average Rate:	Statewide Top 10% Scored at Least:	Average Rate:
Tobacco Use Screening	The number of patients who were asked about tobacco use within the first three days of admission to the hospital.	 99% of 277 eligible Patients	100%	98%	100%	97%
Tobacco Use Treatment	The number of patients who use tobacco who actually received counseling or medications to help them stop using tobacco.	 58% of 36 eligible Patients	66%	34%	58%	28%
Tobacco Use Treatment at Discharge	The number of patients who use tobacco who accepted counseling and/or medications to help them stop using tobacco after they leave the hospital.	3 0% of 20 eligible Patients ³	33%	11%	20%	5%
Tobacco Use Treatment Provided or Offered	The number of patients who use tobacco who were offered or received counseling or medications to help them stop using tobacco. This measure also includes patients who were offered the counseling and/or medications but refused them.	 92% of 36 eligible Patients	99%	68%	93%	49%
Tobacco Use Treatment Provided or Offered at Discharge	The number of patients who use tobacco who were offered or accepted counseling or medications to help them stop using tobacco after they leave the hospital. This measure also includes patients who were offered the counseling and/or medications but refused them.	3 25% of 20 eligible Patients ³	94%	48%	64%	32%



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Compared to other Joint Commission Accredited Organizations

Measure Area	Explanation	Nationwide	Statewide
Venous Thromboembolism (VTE)	This category of evidence-based measures assesses the overall quality of care related to prevention and treatment of blood clots.	 ²	 ²

Compared to other Joint Commission Accredited Organizations

Measure	Explanation	Compared to other Joint Commission Accredited Organizations				
		Hospital Results	Nationwide	Average Rate:	Statewide	Average Rate:
VTE Discharge Instructions	Patients with blood clots who were discharged to home, home with home health, home hospice or discharged/transferred to court/law enforcement on a blood thinning medication with written information. This measure reports the percent of patients who went home on warfarin who received instructions about compliance issues, dietary advice, follow-up monitoring and information about the potential for adverse drug reactions/interactions.	 ⁴ ----	Top 10% Scored at Least: 100%	Average Rate: 93%	Top 10% Scored at Least: 100%	Average Rate: 92%



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2015 National Patient Safety Goals

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Laboratory

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	
Improve the effectiveness of communication among caregivers.	Timely Reporting of Critical Tests and Critical Results	
Reduce the risk of health care-associated infections	Meeting Hand Hygiene Guidelines	