



# 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

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| Accreditation Programs  | Accreditation Decision | Effective Date | Last Full Survey Date | Last On-Site Survey Date |
|---|------------------------|----------------|-----------------------|--------------------------|
|  Home Care | Accredited             | 12/4/2014      | 10/18/2017            | 10/18/2017               |
|  Hospital  | Accredited             | 12/6/2014      | 10/20/2017            | 10/20/2017               |

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

Hospital





| Advanced Certification Programs  | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
|--|------------------------|----------------|-----------------------|--------------------------|
|  Advanced Comprehensive Stroke Center | Certification          | 11/9/2016      | 9/16/2016             | 9/16/2016                |
|  Advanced Palliative Care            | Certification          | 6/10/2016      | 6/9/2016              | 6/9/2016                 |

### Other Accredited Programs/Services

- Hospital ( Accredited by American College of Surgeons-Commission on Cancer (ACoS-COC))

### Special Quality Awards

- 2013 Top Performer on Key Quality Measures®
- 2015 Hospital Magnet Award
- 2012 ACS National Surgical Quality Improvement Program
- 2012 Silver - The Medal of Honor for Organ Donation
- 2010 Silver - The Medal of Honor for Organ Donation

|           |                                   | Compared to other Joint Commission Accredited Organizations                           |   |
|-----------|-----------------------------------|---|---|
|           |                                   | Nationwide  | Statewide   |
| Home Care | 2014National Patient Safety Goals |  |  * |
| Hospital  | 2014National Patient Safety Goals |  |  * |



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### Compared to other Joint Commission Accredited Organizations

#### Nationwide

#### Statewide

### National Quality Improvement Goals:

Reporting Period:  
Jan 2016 -  
Dec 2016

Emergency Department

 <sup>2</sup>

 <sup>2</sup>

Immunization

 <sup>2</sup>

 <sup>2</sup>

Perinatal Care

 <sup>2</sup>

 <sup>2</sup>

Venous Thromboembolism (VTE)

 <sup>2</sup>

 <sup>2</sup>



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## Locations of Care

### \* Primary Location

| Locations of Care   | Available Services  |
|---|---|
| <b>1450 Busch Parkway</b><br>DBA: 1450 Busch Parkway<br>1450 Busch Parkway<br>Buffalo Grove, IL 60089   | <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>NCH Imaging</li> <li>NCL Draw Site</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>Atherton Heart Failure Clinic</b><br>DBA: Northwest Community Hospital<br>199 West Rand Road<br>Mount Prospect, IL 60056                     | <b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>   |
| <b>Buffalo Grove Immediate Care Center</b><br>DBA: Northwest Community Hospital<br>15 South McHenry Road<br>Buffalo Grove, IL 60089             | <b>Services:</b> <ul style="list-style-type: none"> <li>Urgent Care (Outpatient)</li> </ul>   |
| <b>Busse Center</b><br>DBA: Busse Center<br>880 West Central Road<br>Arlington Heights, IL 60005  | <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Breast Center</li> <li>GI Lab</li> <li>Outpatient Lab</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of Blood Product (Outpatient)</li> <li>Administration of High Risk Medications (Outpatient)</li> <li>Anesthesia (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul> |
| <b>Lake Zurich Immediate Care Center</b><br>DBA: Northwest Community Hospital<br>1201 South Rand Road<br>Lake Zurich, IL 60047                  | <b>Services:</b> <ul style="list-style-type: none"> <li>Urgent Care (Outpatient)</li> </ul>   |
| <b>Lake Zurich Physical Rehab Services</b><br>DBA: Lake Zurich Physical Rehab Services<br>1249 S Rand Road<br>Lake Zurich, IL 60047             | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>Mount Prospect Immediate Care Center</b><br>DBA: Northwest Community Hospital<br>199 West Rand Road<br>Mount Prospect, IL 60056              | <b>Services:</b> <ul style="list-style-type: none"> <li>Urgent Care (Outpatient)</li> </ul>   |
| <b>NCH Cardiac Diagnostics at Arlington Heights</b><br>DBA: Northwest Community Hospital<br>1632 W. Central Road<br>Arlington Heights, IL 60005 | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>  |



## Locations of Care

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| <b>NCH Occupational Wellness and Rehabilitation</b><br>DBA: NCH Occupational Wellness and Rehabilitation<br>455 S Roselle Road<br>Schaumburg, IL 60193 | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>NCH Outpatient Center</b><br>DBA: Northwest Community Hospital<br>3300 Kirchoff Road<br>Rolling Meadows, IL 60008                                   | <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Physical Medicine and Rehab (PT, OT, ST)</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>NCH Pediatric Physical Rehabilitation</b><br>DBA: NCH Pediatric Physical Rehabilitation<br>1590 N Arlington Road<br>Arlington Heights, IL 60004     | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>NCL Draw Site</b><br>DBA: NCL Draw Site<br>1051 Rand Road<br>Arlington Heights, IL 60004  | <b>Services:</b> <ul style="list-style-type: none"> <li>Laboratory Draw Station (Outpatient)</li> </ul>   |
| <b>Northwest Community Home Healthcare</b><br>DBA: Northwest Community Hospital<br>3060 Salt Creek Lane<br>Arlington Heights, IL 60005                 | <b>Services:</b> <ul style="list-style-type: none"> <li>Home Health Aides</li> <li>Home Health, Non-Hospice Services</li> <li>Medical Social Services</li> <li>Occupational Therapy</li> <li>Physical Therapy</li> <li>Skilled Nursing Services</li> <li>Speech Language Pathology</li> </ul> |



## Locations of Care

### \* Primary Location

| Locations of Care  | Available Services   |
|--|--|
| <b>Northwest Community Hospital *</b><br>800 West Central Road<br>Arlington Heights,<br>IL 60005   | <b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Advanced Comprehensive Stroke Center</li> <li>Advanced Palliative Care</li> </ul><br><b>Services:</b> <ul style="list-style-type: none"> <li>Cardiac Catheterization Lab (Surgical Services)</li> <li>Cardiac Surgery (Surgical Services)</li> <li>Cardiothoracic Surgery (Surgical Services)</li> <li>Cardiovascular Unit (Inpatient)</li> <li>CT Scanner (Imaging/Diagnostic Services)</li> <li>Ear/Nose/Throat Surgery (Surgical Services)</li> <li>EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li> <li>Gastroenterology (Surgical Services)</li> <li>General Laboratory Tests</li> <li>GI or Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>Gynecological Surgery (Surgical Services)</li> <li>Gynecology (Inpatient)</li> <li>Hematology/Oncology Unit (Inpatient)</li> <li>Inpatient Unit (Inpatient)</li> <li>Interventional Radiology (Imaging/Diagnostic Services)</li> <li>Labor &amp; Delivery (Inpatient)</li> <li>Magnetic Resonance Imaging (Imaging/Diagnostic Services)</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Medical ICU (Intensive Care Unit)</li> <li>Neuro/Spine Unit (Inpatient)</li> <li>Neurosurgery (Surgical Services)</li> <li>Normal Newborn Nursery (Inpatient)</li> <li>Nuclear Medicine (Imaging/Diagnostic Services)</li> <li>Ophthalmology (Surgical Services)</li> <li>Orthopedic Surgery (Surgical Services)</li> <li>Orthopedic/Spine Unit (Inpatient)</li> <li>Pediatric Unit (Inpatient)</li> <li>Plastic Surgery (Surgical Services)</li> <li>Positron Emission Tomography (PET) (Imaging/Diagnostic Services)</li> <li>Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>Radiation Oncology (Imaging/Diagnostic Services)</li> <li>Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization)</li> <li>Sleep Laboratory (Sleep Laboratory)</li> <li>Surgical ICU (Intensive Care Unit)</li> <li>Surgical Unit (Inpatient)</li> <li>Thoracic Surgery (Surgical Services)</li> <li>Ultrasound (Imaging/Diagnostic Services)</li> <li>Urology (Surgical Services)</li> <li>Vascular Surgery (Surgical Services)</li> </ul> |
| <b>Northwest Community Hospital</b><br>DBA: NCH Breast Center<br>at Arlington Heights Road<br>1410 N. Arlington Heights<br>Road, Arlington Heights<br>Arlington Heights,<br>IL 60004 | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>   |





## Locations of Care

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|--|---|
| <b>Northwest Community Hospital Mental Health Services</b><br>DBA: Northwest Community Hospital<br>901 West Kirchoff Road<br>Arlington Heights, IL 60005 | <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) (24-hour Acute Care/Crisis Stabilization - Adult/Child/Youth)</li> <li>Chemical Dependency (24-hour Acute Care/Crisis Stabilization - Adult) (Non-detox - Adult)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul> |
| <b>Schaumburg Immediate Care Center</b><br>DBA: Northwest Community Hospital<br>519 South Roselle Road<br>Schaumburg, IL 60194                           | <b>Services:</b> <ul style="list-style-type: none"> <li>Urgent Care (Outpatient)</li> </ul>   |
| <b>Wellness Center</b><br>DBA: Wellness Center<br>900 West Central Road<br>Arlington Heights, IL 60005   | <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Cardiopulmonary Rehabilitation</li> <li>Physical Rehabilitation</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>   |










## 2014 National Patient Safety Goals

### Symbol Key

-  The organization has met the National Patient Safety Goal.
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### Home Care




| Safety Goals   | Organizations Should                          | Implemented   |
|--|---|---|
| Improve the accuracy of patient identification.                              | Use of Two Patient Identifiers                |  |
| Improve the safety of using medications.                                     | Reconciling Medication Information            |  |
| Reduce the risk of health care-associated infections.                        | Meeting Hand Hygiene Guidelines               |  |
| Reduce the risk of patient harm resulting from falls.                        | Implementing a Fall Reduction Program         |  |
| The organization identifies safety risks inherent in its patient population. | Identifying Risks Associated with Home Oxygen |  |

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### 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     |  |
| The organization identifies safety risks inherent in its patient population. | Identifying Individuals at Risk for Suicide                |  |
| Universal Protocol   | Conducting a Pre-Procedure Verification Process            |  |
|  | Marking the Procedure Site                                 |  |
|  | Performing a Time-Out                                      |  |



## National Quality Improvement Goals

Reporting Period: January 2016 - December 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

| 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>62.00 minutes<br>724 eligible Patients   | 54.00   | 126.00           | 58.17                   | 105.95           |
| 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>211.00 minutes<br>725 eligible Patients | 203.00  | 313.00           | 212.07                  | 278.08           |



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Compared to other Joint Commission Accredited Organizations

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

Compared to other Joint Commission Accredited Organizations

| Measure                | Explanation   |   |                                     |               |                                    |               |
|------------------------|---|---|-------------------------------------|---------------|------------------------------------|---------------|
|                        |   | Hospital Results  | Nationwide 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. | <br>92% of 537 eligible Patients | 100%                                | 94%           | 100%                               | 93%           |



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| Measure Area   | Explanation  | Nationwide | Statewide |
|----------------|--|------------|-----------|
| Perinatal Care | This category of evidenced based measures assesses the care of mothers and newborns. | 2          | 2         |

Compared to other Joint Commission Accredited Organizations

| Measure                       | Explanation   | Hospital Results                             | Nationwide               |               | Statewide                |               |
|-------------------------------|---|--|--------------------------|---------------|--------------------------|---------------|
|                               |   |  | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Antenatal Steroids            | This measure reports the overall number of mothers who were at risk of preterm delivery at 24-32 weeks gestation receiving antenatal steroids prior to delivering preterm newborns. Antenatal steroids are steroids given before birth.   | 3<br>78% of 9 eligible Patients <sup>3</sup> | 100%                     | 98%           | 100%                     | 98%           |
| Elective Delivery             | This measure reports the overall number of mothers who had elective vaginal deliveries or elective cesarean sections at equal to and greater than 37 weeks gestation. An elective delivery is the delivery of a newborn(s) when the mother was not in active labor or presented with spontaneous ruptured membranes prior to medical induction and/or cesarean section. | <br>0% of 66 eligible Patients               | 0%                       | 2%            | 0%                       | 1%            |
| Exclusive Breast Milk Feeding | This measure reports the overall number of newborns who are exclusively breast milk fed during the newborns entire hospitalization. Exclusive breast milk feeding is when a newborn receives only breast milk and no other liquids or solids except for drops or syrups consisting of vitamins, minerals, or medicines.   | <br>50% of 419 eligible Patients             | 75%                      | 53%           | 65%                      | 50%           |



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|------------------------------|---|--|--|
| Venous Thromboembolism (VTE) | This category of evidence-based measures assesses the overall quality of care related to prevention and treatment of blood clots. |  <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: |
| 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. | <br>97% of 34 eligible Patients | 100%  | 93%           | 100%                     | 89%           |



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