



Accreditation Quality Report





Welcome to the Joint Commission's Quality Report. We know how important reliable information is to you and your family when making health care decisions. This Quality Report will help you make the right decisions to meet your needs. Since 1951, the Joint Commission has been the national leader in setting standards for health care organizations. When a health care organization seeks accreditation, it demonstrates commitment to giving safe, high quality health care and to continually working to improve that care.

The Quality Report is only one way to determine whether a health care organization can meet your needs. Discuss this report with your doctor or with other professional acquaintances before making a care decision. In addition to the accreditation status of the organization, the Quality Report uses checks, pluses, and minuses in each of the following key areas to help you compare a health care organization with similar accredited organizations.

- National Patient Safety Goals - safety guidelines that target the prevention of medical errors such as surgery on the wrong side of the body and safe medication use.
- National Quality Improvement Goals - measures the care of patients with specific conditions such as heart failure or pregnancy.

Not all measures are relevant to or available for all types of health care organizations. The Joint Commission will add relevant measures of health care quality as more measures become available. Your comments are just as important to us. The content and format of the Quality Report will be updated from time to time based on changes in the health care industry and your suggestions. Please call Customer Service at 630-792-5800 or e-mail the Joint Commission at qualityreport@jointcommission.org with your comments and suggestions.

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

Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
Home Care	Accredited	10/19/2017	10/18/2017	10/18/2017
Hospital	Accredited	10/21/2017	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	8/29/2018	8/28/2018	8/28/2018
Advanced Palliative Care	Certification	9/12/2018	9/11/2018	9/11/2018
Perinatal Care Certification	Certification	7/24/2019	6/19/2019	6/19/2019

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	2017 National Patient Safety Goals		*
Hospital	2017 National Patient Safety Goals		*



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Compared to other Joint Commission Accredited Organizations

Nationwide

Statewide

National Quality Improvement Goals:

Reporting Period:
Apr 2018 -
Mar 2019

Emergency Department

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Perinatal Care

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Locations of Care

* Primary Location

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



Locations of Care

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Locations of Care	Available Services
NCH Arlington Heights 1410 Mammography DBA: NCH Arlington Heights 1410 Mammography 1410 Arlington Heights Road Arlington Heights, IL 60005	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
NCH Buffalo Grove Physical Rehabilitation DBA: NCH Buffalo Grove Physical Rehabilitation 15 S. McHenry Buffalo Grove, IL 60089	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
NCH Cardiac Diagnostics at Arlington Heights DBA: Northwest Community Hospital 1632 W. Central Road Arlington Heights, IL 60005	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
NCH Mount Prospect Physical Rehabilitation DBA: NCH Mount Prospect Physical Rehabilitation 199 West Rand Road Mount Prospect, IL 60056	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
NCH Occupational Wellness and Rehabilitation DBA: NCH Occupational Wellness and Rehabilitation 455 S. Roselle Road Schaumburg, IL 60193	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
NCH Outpatient Center DBA: Northwest Community Hospital 3300 Kirchoff Road Rolling Meadows, IL 60008	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Physical Medicine and Rehab (PT, OT, ST) Rolling Meadows Day Rehab Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
NCH Rehab DBA: Harper College Physical Rehab Services 1200 W. Algonquin Rd, Bldg M Palatine, IL 60067	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
NCL Draw Site DBA: NCL Draw Site 1051 Rand Road Arlington Heights, IL 60004	Services: <ul style="list-style-type: none"> Laboratory Draw Station (Outpatient)



Locations of Care

* Primary Location

Locations of Care	Available Services
Northwest Community Home Healthcare DBA: Northwest Community Hospital 3040 Salt Creek Lane Arlington Heights, IL 60005	Services: <ul style="list-style-type: none"> • Home Health Aides • Home Health, Non-Hospice Services • Medical Social Services • Occupational Therapy • Physical Therapy • Skilled Nursing Services • Speech Language Pathology
Northwest Community Hospital 901 West Kirchoff Road Arlington Heights, IL 60005	Services: <ul style="list-style-type: none"> • Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) (24-hour Acute Care/Crisis Stabilization - Adult/Child/Youth) • Chemical Dependency (Non 24 Hour Care - Adult) (Residential Care - Adult) (Non-detox - Adult)



Locations of Care

* Primary Location

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



Locations of Care




* Primary Location

Locations of Care	Available Services
Schaumburg Immediate Care Center DBA: Northwest Community Hospital 519 South Roselle Road Schaumburg, IL 60194	Services: <ul style="list-style-type: none"> Urgent Care (Outpatient)
Wellness Center DBA: Wellness Center 900 West Central Road Arlington Heights, IL 60005	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Cardiopulmonary Rehabilitation Physical Rehabilitation Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)








2017 National Patient Safety Goals

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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	
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 2018 - March 2019



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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	Weighted	Statewide	Weighted
			Top 10% Scored at Most:	Median:	Top 10% Scored at Most:	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 85.00 minutes 771 eligible Patients	55.00	136.00	57.58	108.74



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Compared to other Joint Commission Accredited Organizations

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.	 100% of 14 eligible Patients	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.	 1% of 110 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.	 46% of 411 eligible Patients	73%	52%	62%	46%



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