



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

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Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
Hospital	Accredited	2/23/2018	12/8/2017	2/23/2018

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
Primary Stroke Center	Certification	9/6/2018	8/24/2018	8/24/2018

Certified Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
Hip Fracture	Certification	9/6/2018	8/23/2018	8/23/2018
Joint Replacement - Hip	Certification	9/6/2018	8/21/2018	8/21/2018
Joint Replacement - Knee	Certification	9/6/2018	8/21/2018	8/21/2018
Joint Replacement - Shoulder	Certification	9/6/2018	8/22/2018	8/22/2018

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 Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
- 2013 Silver Plus Get With The Guidelines - Stroke
- 2010 Silver - The Medal of Honor for Organ Donation

Hospital

2017 National Patient Safety Goals

Compared to other Joint Commission Accredited Organizations

Nationwide

Statewide



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Compared to other Joint Commission Accredited Organizations

Nationwide

Statewide

National Quality Improvement Goals:

Reporting Period:
Apr 2017 -
Mar 2018

Emergency Department

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Immunization

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Perinatal Care

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Locations of Care

* Primary Location

Locations of Care	Available Services
Bates Health Services 31 Campus Avenue Lewiston, ME 04240	Services: <ul style="list-style-type: none"> • Perform Invasive Procedure (Outpatient) • Single Specialty Practitioner (Outpatient)
Central Maine Family Health Associates 190 Stetson Road Auburn, ME 04210	Services: <ul style="list-style-type: none"> • Perform Invasive Procedure (Outpatient) • Single Specialty Practitioner (Outpatient)
Central Maine Heart Associates at Auburn 2 Great Falls Plaza Auburn, ME 04210	Services: <ul style="list-style-type: none"> • Single Specialty Practitioner (Outpatient)
Central Maine Medical Group Office Building 12 High Street Lewiston, ME 04240	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Central Maine Ear, Nose and Throat • Central Maine Family Practice • Central Maine Internal Medicine • Central Maine OB-Gyn • Central Maine Pediatrics • Central Maine Surgical Associates • Hematology-Oncology Associates with Infusion Center Services: <ul style="list-style-type: none"> • Administration of Blood Product (Outpatient) • Administration of High Risk Medications (Outpatient) • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
Central Maine Medical Group Office Building 10 High Street Lewiston, ME 04240	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Central Maine Bariatric Surgery • Central Maine Medication Management Clinic • Central Maine Mental Health Services Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient)



Locations of Care

* Primary Location

Locations of Care	Available Services
Central Maine Medical Center * 300 Main Street Lewiston, ME 04240	Joint Commission Advanced Certification Programs: <ul style="list-style-type: none"> Primary Stroke Center Joint Commission Certified Programs: <ul style="list-style-type: none"> Hip Fracture Joint Replacement - Hip Joint Replacement - Knee Joint Replacement - Shoulder Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Central Maine Cardiology (Lewiston) Central Maine Cardiovascular Surgery 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) Coronary Care Unit (Inpatient) CT Scanner (Imaging/Diagnostic Services) Dialysis Unit (Inpatient) Ear/Nose/Throat Surgery (Surgical Services) Eating Disorders (Outpatient) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Gastroenterology (Surgical Services) GI or Endoscopy Lab (Imaging/Diagnostic Services) Gynecological Surgery (Surgical Services) Gynecology (Inpatient) Hematology/Oncology Unit (Inpatient) In-vitro Fertilization Inpatient Unit (Inpatient) Interventional Radiology (Inpatient, Outpatient, Imaging/Diagnostic Services) Labor & Delivery (Inpatient) Magnetic Resonance Imaging (Imaging/Diagnostic Services) Normal Newborn Nursery (Inpatient) Nuclear Medicine (Imaging/Diagnostic Services) Ophthalmology (Surgical Services) Orthopedic Surgery (Surgical Services) Orthopedic/Spine Unit (Inpatient) Outpatient Clinics (Outpatient) Pediatric Cardiology (Outpatient - Child/Youth) Pediatric Emergency Medicine (Outpatient - Child/Youth) Pediatric Endocrinology (Outpatient - Child/Youth) 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) Surgical ICU (Intensive Care Unit) Surgical Unit (Inpatient) Teleradiology (Imaging/Diagnostic Services) Thoracic Surgery (Surgical Services) Ultrasound (Imaging/Diagnostic Services) Urology (Surgical Services)



Locations of Care

* Primary Location

Locations of Care	Available Services
	<ul style="list-style-type: none"> Medical /Surgical Unit (Inpatient) Medical ICU (Intensive Care Unit) Neurosurgery (Surgical Services) Vascular Surgery (Surgical Services)
Central Maine Medical Group Office Building 76 High Street Lewiston, ME 04240	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Central Maine Family Medicine Residency Central Maine Infectious Disease Central Maine Pulmonary and Sleep Medicine Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Central Maine Medical Group Office Building 287 Main Street Lewiston, ME 04240	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Central Maine Bladder Control Center Central Maine Endocrinology and Diabetes Center Central Maine Plastic Surgery Central Maine Podiatry Central Maine Urology Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Central Maine Medical Group Office Building 77 Bates Street Lewiston, ME 04240	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Central Maine Gastroenterology Central Maine Therapy Services Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Central Maine Multi-Specialty Clinic 105 Topsham Fair Mall Road Topsham, ME 04086	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
Central Maine Neurology 10 Minot Ave Auburn, ME 04210	Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient)
Gray Family Health Center 116 Shaker Road Gray, ME 04039	Services: <ul style="list-style-type: none"> Perform Invasive Procedure (Outpatient) Single Specialty Practitioner (Outpatient)
Lisbon Family Practice 2 Bisbee Street Lisbon, ME 04250	Services: <ul style="list-style-type: none"> Perform Invasive Procedure (Outpatient) Single Specialty Practitioner (Outpatient)



Locations of Care

* Primary Location

Locations of Care	Available Services
Minot Ave Family Practice 789 Minot Ave Auburn, ME 04210	Services: <ul style="list-style-type: none"> • Perform Invasive Procedure (Outpatient) • Single Specialty Practitioner (Outpatient)
Poland Community Health Center 364 Maine Street Poland, ME 04274	Services: <ul style="list-style-type: none"> • Perform Invasive Procedure (Outpatient) • Single Specialty Practitioner (Outpatient)
Topsham Family Medicine 4 Horton Place Topsham, ME 04086	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Topsham Family Medicine Services: <ul style="list-style-type: none"> • Perform Invasive Procedure (Outpatient) • Single Specialty Practitioner (Outpatient)



2017 National Patient Safety Goals

Symbol Key

-  The organization has met the National Patient Safety Goal.
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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	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.	 2 141.00 minutes 680 eligible Patients	55.00	135.00	76.58	117.33
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.	 2 350.00 minutes 682 eligible Patients	205.00	319.00	244.30	314.36



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

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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.	 99% of 567 eligible Patients	100%	94%	100%	96%



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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 4 eligible Patients	100%	98%	---- ³	---- ³
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.	 0% of 68 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.	 65% of 122 eligible Patients	73%	51%	76%	65%



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