Middlesex Health

DBA: General Acute Care Hospital,

28 Crescent Street, Middletown, CT

Org ID: 5673

Accreditation Quality Report

The Joint Commission

Version: 3

Date: 5/9/2019

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

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Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
Behavioral Health Care	Accredited	4/13/2017	4/12/2017	4/12/2017
Home Care	Accredited	4/15/2017	4/14/2017	4/14/2017
Hospital	Accredited	4/15/2017	4/14/2017	7/20/2018

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	6/16/2018	6/15/2018	6/15/2018

Certified Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
Joint Replacement - Hip	Certification	5/16/2018	5/15/2018	5/15/2018
Joint Replacement - Knee	Certification	5/16/2018	5/15/2018	5/15/2018

Other Accredited Programs/Services

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

Special Quality Awards

2014 Top Performer on Key Quality Measures®
2012 Top Performer on Key Quality Measures®
2015 Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
2014 Hospital Magnet Award
2012 ACS National Surgical Quality Improvement Program
2012 Gold Get With The Guidelines - Heart Failure

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Behavioral Health Care	**2017National Patient Safety Goals**	✓	N/A *

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		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Home Care	**2017National Patient Safety Goals**	✓	N/A *
Hospital	**2018National Patient Safety Goals**	✓	N/A *
	National Quality Improvement Goals:		
Reporting Period: Oct 2017 - Sep 2018	Emergency Department	N/D [2]	N/D [2]
	Immunization	N/D [2]	N/D [2]
	Perinatal Care	N/D [2]	N/D [2]

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Locations of Care

* Primary Location

Locations of Care	Available Services
Center for Behavioral Health DBA: Adult Outpatient Services 21 Pleasant Street Middletown, Ct. Middletown, CT 06457	**Services:** • Behavioral Health (Non 24 Hour Care - Adult)
Center for Behavioral Health Day Treatment Program DBA: Behavioral Health Day Treatment 33 Pleasant Street Middletown, CT 06457	**Services:** • Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult) (Partial - Adult)
Center for Behavioral Health Family Advocacy Program DBA: outpatient behavioral 51 Broad Street Middletown, CT 06457	**Services:** • Behavioral Health (Non 24 Hour Care - Child/Youth) • In-Home Behavioral Health Services (Non 24 Hour Care - Child/Youth)
Center for Behavioral Health Outpatient DBA: OutPatient Center for Behavioral Health 103 South Main Street Middletown, CT 06457	**Services:** • Behavioral Health (Non 24 Hour Care - Adult)



Locations of Care

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Locations of Care	Available Services
Middlesex Hospital * DBA: General Acute 28 Crescent Street Middletown, CT 06457	**Joint Commission Advanced Certification Programs:** • Primary Stroke Center **Joint Commission Certified Programs:** • Joint Replacement - Hip • Joint Replacement - Knee **Other Clinics/Practices located at this site:** • Outpatient Laboratory Services, Outpatient Radiology Service • Outpatient Physical Therapy **Services:** • Cardiac Catheterization Lab (Surgical Services) • CT Scanner (Imaging/Diagnostic Services) • Dialysis Unit (Inpatient) • Ear/Nose/Throat Surgery (Surgical Services) • EEG/EKG/EMG Lab (Imaging/Diagnostic Services) • Gastroenterology (Surgical Services) • 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) • 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) • Plastic Surgery (Surgical Services) • Positron Emission Tomography (PET) (Imaging/Diagnostic Services) • Post Anesthesia Care Unit (PACU) (Inpatient) • Radiation Oncology (Imaging/Diagnostic Services) • Sleep Laboratory (Sleep Laboratory) • Sterile Medication Compounding (Inpatient) • Surgical ICU (Intensive Care Unit) • Surgical Unit (Inpatient) • Teleradiology (Imaging/Diagnostic Services) • Thoracic Surgery (Surgical Services) • Ultrasound (Imaging/Diagnostic Services) • Urology (Surgical Services) • Vascular Surgery (Surgical Services)



Locations of Care

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Locations of Care	Available Services
Middlesex Hospital Behavioral Health, Old Saybrook 154 Main Street, Old Saybrook Old Saybrook, CT 06475	**Services:** • Behavioral Health (Non 24 Hour Care - Adult)
Middlesex Hospital Family Medicine 90 South Main Street Middletown, CT 06457	**Services:** • Outpatient Clinics (Outpatient)
Middlesex Hospital Family Medicine 42 East High Street East Hampton, CT 06424	**Services:** • Outpatient Clinics (Outpatient)
Middlesex Hospital Family Medicine DBA: Family Medicine 13 High Street Portland, CT 06480	**Services:** • Outpatient Clinics (Outpatient)
Middlesex Hospital Homecare 5 Pequot Park Road Suite 204 Westbrook, CT 06498	**Services:** • Home Health Aides • Home Health, Non-Hospice Services • Medical Social Services • Occupational Therapy • Physical Therapy • Skilled Nursing Services • Speech Language Pathology
Middlesex Hospital Homecare 770 Saybrook Road Middletown, CT 06457	**Services:** • Home Health Aides • Home Health, Non-Hospice Services • Medical Social Services • Occupational Therapy • Physical Therapy • Skilled Nursing Services • Speech Language Pathology
Middlesex Hospital Homecare Hospice Program DBA: Hospice Program and Hospice Homecare 28 Crescent Street Middletown, CT 06457	**Services:** • Home Health Aides • Home Health, Non-Hospice Services • Hospice Care • Medical Social Services • Occupational Therapy • Physical Therapy • Skilled Nursing Services • Speech Language Pathology
Middlesex Hospital Outpatient Center DBA: Outpatient Tests and Treatments, South Campus 534 Saybrook Road Middletown, CT 06457	**Other Clinics/Practices located at this site:** • Outpatient Laboratory Services, Outpatient Radiology Service • Outpatient Physical Therapy, Outpatient Radiation Therapy **Services:** • Administration of High Risk Medications (Outpatient) • Anesthesia (Outpatient) • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)



Locations of Care

* Primary Location

Locations of Care	Available Services
Middlesex Hospital Physical Rehabilitation in Madison DBA: Outpatient Physical Rehabiliation 1347 Boston Post Road, Madison Madison, CT 06443	**Services:** • Outpatient Clinics (Outpatient)
Middlesex Hospital Physical Rehabilitation, North Campus DBA: Physical Rehabilitation 512 Saybrook Road, Lower Level Middletown, CT 06457	**Services:** • Outpatient Clinics (Outpatient)
Middlesex Hospital Shoreline Medical Center 250 Flat Rock Place Westbrook, CT 06498	**Other Clinics/Practices located at this site:** • Emergency Department • Outpatient Cancer Center • Outpatient Laboratory Services, Outpatient Radiology Service **Services:** • Administration of Blood Product (Outpatient) • Administration of High Risk Medications (Outpatient) • Anesthesia (Outpatient) • Outpatient Clinics (Outpatient)
Middlesex Medical Center Marlborough 12 Jones Hollow Road Marlborough, CT 06447	**Other Clinics/Practices located at this site:** • Emergency Department • Outpatient Laboratory Services, Outpatient Radiology Service **Services:** • Administration of High Risk Medications (Outpatient) • Anesthesia (Outpatient) • Outpatient Clinics (Outpatient)
Middlesex MultiSpecialty Group DBA: Outpatient Physician offices see speciality below 80 South Main Street Middletown, CT 06457	**Other Clinics/Practices located at this site:** • Pulmonology, Infection Diease, Neuro, Endocrine offices (4) **Services:** • Administration of High Risk Medications (Outpatient) • Outpatient Clinics (Outpatient)
Middlesex Surgical Center 530 Saybrook Road Middletown, CT 06457	**Services:** • Administration of Blood Product (Outpatient) • Administration of High Risk Medications (Outpatient) • Ambulatory Surgery Center (Outpatient) • Anesthesia (Outpatient) • Perform Invasive Procedure (Outpatient)



Locations of Care

*** Primary Location**

Locations of Care	Available Services
Physical Rehabilitation Center of Old Saybrook DBA: Physical Rehabilitation Center 1687 Boston Post Road Old Saybrook, CT 06475	**Services:** • Outpatient Clinics (Outpatient)
Rehabilitation Services and Hand Therapy 6 Independence Drive Suite 1 Marlborough, CT 06447	**Services:** • Outpatient Clinics (Outpatient)
Rehabilitation Services and Hand Therapy 192 Westbrook Road Essex, CT 06426	**Services:** • Outpatient Clinics (Outpatient)



2017 National Patient Safety Goals

Symbol Key

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- The organization has not met the National Patient Safety Goal.
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Behavioral Health Care

Safety Goals	Organizations Should	Implemented
Improve the accuracy of the identification of individuals served.	Use of Two Identifiers	✓
Improve the safety of using medications.	Reconciling Medication Information	✓
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	✓
The organization identifies safety risks inherent in the population of the individuals it serves.	Identifying Individuals at Risk for Suicide	✓



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	✓



2018 National Patient Safety Goals

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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

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Measure Area	Explanation	Compared to other Joint Commission Accredited Organizations: Nationwide	Statewide
Emergency Department	This category of evidence based measures assesses the time patients remain in the hospital Emergency Department prior to inpatient admission.	N/D [2]	N/D [2]

Measure	Explanation	Hospital Results	Compared to other Joint Commission Accredited Organizations: Nationwide Top 10% Scored at Most:	Nationwide Weighted Median:	Statewide Top 10% Scored at Most:	Statewide 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.	N/D [2] 134.00 minutes 543 eligible Patients	56.00	136.00	94.41	172.08
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.	N/D [2] 326.00 minutes 543 eligible Patients	207.00	320.00	280.23	351.50

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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.	N/D 2	N/D 2

		Compared to other Joint Commission Accredited Organizations				
			Nationwide		Statewide	
Measure	Explanation	Hospital Results	Top 10% Scored at Least:	Average Rate:	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.	97% of 557 eligible Patients	100%	94%	99%	95%

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Measure Area	Explanation	Compared to other Joint Commission Accredited Organizations: Nationwide	Statewide
Perinatal Care	This category of evidenced based measures assesses the care of mothers and newborns.	N/D 2	N/D 2

Measure	Explanation	Hospital Results	Compared to other Joint Commission Accredited Organizations: Nationwide Top 10% Scored at Least:	Nationwide Average Rate:	Statewide Top 10% Scored at Least:	Statewide 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.	N/D 4 ----	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 to less than 39 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 67 eligible Patients	0%	2%	0%	2%
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.	68% of 879 eligible Patients	73%	51%	62%	52%

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