Accreditation Quality Report



The Joint Commission

Version: 8
Date: 8/4/2020



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
Behavioral Health Care	Accredited	4/13/2017	2/11/2020	2/11/2020
Home Care	Accredited	4/15/2017	2/14/2020	2/14/2020
Hospital	Accredited	4/15/2017	2/14/2020	2/14/2020

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 2018 - Sep 2019	Emergency Department	N/D [2]	N/D [2]
	Perinatal Care	N/D [2]	N/D [2]

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

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Locations of Care

* Primary Location

Locations of Care	Available Services
Middlesex Hospital DBA: Middlesex Health 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)
Middlesex Hospital DBA: Middlesex Health Marlborough Medical Center 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)
Middlesex Hospital DBA: Middlesex Health Center For Behavioral Health 103 South Main Street Middletown, CT 06457	**Services:** • Behavioral Health (Non 24 Hour Care - Adult)
Middlesex Hospital DBA: Middlesex Health Family Practice Group 90 South Main Street Middletown, CT 06457	**Services:** • Outpatient Clinics (Outpatient)
Middlesex Hospital DBA: Middlesex Health Family Practice Group 42 East High Street, Suite 205 East Hampton, CT 06424	**Services:** • Outpatient Clinics (Outpatient)
Middlesex Hospital DBA: Middlesex Health Outpatient and Cancer Center 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)
Middlesex Hospital DBA: Middlesex Health Center For Behavioral Health 33 Pleasant Street Middletown, CT 06457	**Services:** • Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult) (Partial - Adult)

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Locations of Care

*** Primary Location**

Locations of Care	Available Services
Middlesex Hospital DBA: Middlesex Health Family Advocacy Program 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)

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Locations of Care

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Locations of Care	Available Services
Middlesex Hospital * DBA: Middlesex Hospital 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) • Nuclear Pharmacy (Inpatient) • 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)

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Locations of Care

*** Primary Location**

Locations of Care	Available Services
Middlesex Hospital DBA: Middlesex Health Outpatient 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)
Middlesex Hospital DBA: Middlesex Health Physical Rehabilitation 6 Independence Drive Suite 1 Marlborough, CT 06447	**Services:** • Outpatient Clinics (Outpatient)
Middlesex Hospital DBA: Middlesex Health Center For Behavioral Health 154 Main Street, Old Saybrook Old Saybrook, CT 06475	**Services:** • Behavioral Health (Non 24 Hour Care - Adult)
Middlesex Hospital DBA: Middlesex Health Homecare & Hospice Program 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 DBA: Middlesex Health Care at Home 5 Pequot Park Road Suite 203 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 DBA: Middlesex Health Care at Home 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 DBA: Middlesex Health Physical Rehabilitation 252 Westbrook Road Essex, CT 06426	**Services:** • Outpatient Clinics (Outpatient)

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Locations of Care

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Locations of Care	Available Services
Middlesex Hospital DBA: Middlesex Health Multispecialty group 80 South Main Street Middletown, CT 06457	**Other Clinics/Practices located at this site:** • Pulmonary, Rheumatology, Neurology, Sleep, Inf Disease **Services:** • Administration of High Risk Medications (Outpatient) • Outpatient Clinics (Outpatient)
Middlesex Hospital DBA: Middlesex Health Center For Behavioral Health 90 South Main Street Middletown, Ct. Middletown, CT 06457	**Services:** • Behavioral Health (Non 24 Hour Care - Adult)
Middlesex Hospital DBA: Middlesex Health Physical Rehabilitation 512 Saybrook Road, Lower Level Middletown, CT 06457	**Services:** • Outpatient Clinics (Outpatient)
Middlesex Hospital DBA: Middlesex Health Family Practice Group 13 High Street Portland, CT 06480	**Services:** • Outpatient Clinics (Outpatient)
Middlesex Hospital DBA: Middlesex Health Physical Rehabilitation 1347 Boston Post Road, Madison Madison, CT 06443	**Services:** • Outpatient Clinics (Outpatient)
Middlesex Hospital DBA: Middlesex Health Physical Rehabilitation 1687 Boston Post Road Old Saybrook, CT 06475	**Services:** • Outpatient Clinics (Outpatient)
Middlesex Hospital DBA: Middlesex Health Multispecialty Group Endocrinology 540 Saybrook Road, Suite 210 Middletown, CT 06457	**Services:** • Outpatient Clinics (Outpatient)
Middlesex Hospital DBA: Middlesex Health Wound Care Center 520 Saybrook Road suite 201 Middletown, CT 06457	**Services:** • Outpatient Clinics (Outpatient)
Middlesex Hospital DBA: Middlesex Health Physical Rehabilitation 13 High Street Portland, CT 06480	**Services:** • Outpatient Clinics (Outpatient)

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2017 National Patient Safety Goals

Symbol Key

- The organization has met the National Patient Safety Goal.
- The organization has not met the National Patient Safety Goal.
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For further information and explanation of the Quality Report contents, refer to the "Quality Report User Guide."

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	✓

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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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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	✓

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National Quality Improvement Goals

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Reporting Period: October 2018 - September 2019

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 2 119.00 minutes 560 eligible Patients	55.00	134.00	94.74	157.39

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

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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 3 ----	100%	99%	100%	100%
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 48 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.	69% of 889 eligible Patients	73%	51%	55%	51%

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