



# 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.



## Summary of Quality Information

### Symbol Key 1

- This organization achieved the best possible results.
- This organization's performance is above the target range/value.
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### Footnote Key

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Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
Behavioral Health Care and Human Services	Accredited	2/12/2020	2/11/2020	2/11/2020
Home Care	Accredited	2/15/2020	2/14/2020	2/14/2020
Hospital	Accredited	2/15/2020	2/14/2020	10/30/2020

### 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	10/28/2020	4/6/2022	4/6/2022
Certified Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
Joint Replacement - Hip	Certification	4/2/2022	4/1/2022	4/1/2022
Joint Replacement - Knee	Certification	4/2/2022	4/1/2022	4/1/2022

### 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

Behavioral  
Health  
Care and

### 2020 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
Human Services			
Home Care	<b>2020 National Patient Safety Goals</b>		*
Hospital	<b>2020 National Patient Safety Goals</b>		*
	<b>National Quality Improvement Goals:</b>		
Reporting Period: Apr 2020 - Mar 2021	Perinatal Care	<sup>2</sup>	<sup>2</sup>



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## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>Middlesex Hospital</b> DBA: Shoreline Medical Center 250 Flat Rock Place Westbrook, CT 06498	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Emergency Department</li> <li>Outpatient Cancer Center, Outpatient Radiation Therapy</li> <li>Outpatient Laboratory Services, Outpatient Radiology Service</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>Hazardous Medication Compounding (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Middlesex Hospital</b> DBA: Marlborough Medical Center 12 Jones Hollow Road Marlborough, CT 06447	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Emergency Department</li> <li>Outpatient Laboratory Services, Outpatient Radiology Service</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>Hazardous Medication Compounding (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Middlesex Hospital</b> DBA: Center For Behavioral Health Adult Outpatient Clinic 103 South Main Street Middletown, CT 06457	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> </ul>
<b>Middlesex Hospital</b> DBA: Middlesex Health Family Medicine 42 East High Street, Suite 205 East Hampton, CT 06424	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Middlesex Hospital</b> DBA: Middlesex Health Outpatient and Cancer Center 534 Saybrook Road Middletown, CT 06457	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Outpatient Laboratory Services, Outpatient Radiology Service</li> <li>Physical Rehabilitation, Outpatient Radiation Therapy</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <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>Middlesex Hospital</b> DBA: Center For Behavioral Health Day Treatment Program 33 Pleasant Street Middletown, CT 06457	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult) (Partial Hospitalization - Adult)</li> </ul>



Locations of Care

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Locations of Care	Available Services
<b>Middlesex Hospital</b> DBA: Center for Behavioral Health Family Advocacy Program 51 Broad Street Middletown, CT 06457	<b>Services:</b> <ul style="list-style-type: none"><li>• Behavioral Health (Non 24 Hour Care - Child/Youth)</li><li>• Outpatient Crisis Stabilization</li></ul>



## Locations of Care

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<b>Middlesex Hospital *</b> DBA: Middlesex Hospital 28 Crescent Street Middletown, CT 06457	<b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Primary Stroke Center</li> </ul> <b>Joint Commission Certified Programs:</b> <ul style="list-style-type: none"> <li>Joint Replacement - Hip</li> <li>Joint Replacement - Knee</li> </ul> <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Outpatient Center Chronic Care Management</li> <li>Outpatient Physical Rehabilitation</li> <li>Outpatient Radiology Service</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult)</li> <li>Cardiac Catheterization Lab (Surgical Services)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>CT Scanner (Imaging/Diagnostic Services)</li> <li>Dialysis Unit (Inpatient)</li> <li>Ear/Nose/Throat Surgery (Surgical Services)</li> <li>EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li> <li>Gastroenterology (Surgical Services)</li> <li>GI or Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>Gynecological Surgery (Surgical Services)</li> <li>Gynecology (Inpatient)</li> <li>Hazardous Medication Compounding (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>Non-Sterile Medication Compounding (Inpatient)</li> <li>Normal Newborn Nursery (Inpatient)</li> <li>Nuclear Medicine (Imaging/Diagnostic Services)</li> <li>Nuclear Pharmacy (Inpatient)</li> <li>Ophthalmology (Surgical Services)</li> <li>Orthopedic Surgery (Surgical Services)</li> <li>Orthopedic/Spine Unit (Inpatient)</li> <li>Plastic Surgery (Surgical Services)</li> <li>Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>Radiation Oncology (Imaging/Diagnostic Services)</li> <li>Sleep Laboratory (Sleep Laboratory)</li> <li>Sterile Medication Compounding (Inpatient)</li> <li>Surgical Unit (Inpatient)</li> <li>Teleradiology (Imaging/Diagnostic Services)</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>





## Locations of Care

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<b>Middlesex Hospital</b> DBA: Middlesex Health Outpatient Surgical Center 530 Saybrook Road Middletown, CT 06457	<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>• Ambulatory Surgery Center (Outpatient)</li> <li>• Anesthesia (Outpatient)</li> <li>• Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Middlesex Hospital</b> DBA: Physical Rehabilitation 6 Independence Drive Suite 1 Marlborough, CT 06447	<b>Services:</b> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Outpatient)</li> </ul>
<b>Middlesex Hospital</b> DBA: Center For Behavioral Health Adult Outpatient Clinic 1250 Boston Post Road Old Saybrook, CT 06475	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Middlesex Health Care at Home</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Behavioral Health (Non 24 Hour Care - Adult)</li> <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>
<b>Middlesex Hospital</b> DBA: Middlesex Health Care At Home & Hospice Program 21 Pleasant Street Middletown, CT 06457	<b>Services:</b> <ul style="list-style-type: none"> <li>• Hospice Care</li> </ul>
<b>Middlesex Hospital</b> DBA: Middlesex Health Care at Home 237 Main Street Middletown, CT 06457	<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>
<b>Middlesex Hospital</b> DBA: Physical Rehabilitation 252 Westbrook Road Essex, CT 06426	<b>Services:</b> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Outpatient)</li> </ul>
<b>Middlesex Hospital</b> DBA: Center For Behavioral Health Adult Outpatient Clinic 90 South Main Street Middletown, CT 06457	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Middlesex Health Family Medicine</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Behavioral Health (Non 24 Hour Care - Adult)</li> <li>• Outpatient Clinics (Outpatient)</li> </ul>





# Middlesex Hospital

DBA: General Acute Care Hospital,  
28 Crescent Street, Middletown, CT

Org ID: 5673



## Locations of Care




### \* Primary Location

Locations of Care	Available Services
<b>Middlesex Hospital</b> DBA: Physical Rehabilitation 512 Saybrook Road, Lower Level Middletown, CT 06457	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Middlesex Hospital</b> DBA: Physical Rehabilitation 1347 Boston Post Road Madison, CT 06443	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Middlesex Hospital</b> DBA: Middlesex Health Multispecialty Group Endocrinology 540 Saybrook Road, Suite 210 Middletown, CT 06457	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Middlesex Hospital</b> DBA: Wound & Ostomy Care Center 520 Saybrook Road suite 201 Middletown, CT 06457	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Middlesex Hospital</b> DBA: Physical Rehabilitation 13 High Street Suite 2 Portland, CT 06480	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Middlesex Hospital</b> DBA: Center For Behavioral Health Adult Outpatient Clinic 80 South Main Street Middletown, CT 06457	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Multispecialty Group Pulmonary, Rheumatology, Neurology, Sle</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Middlesex Hospital</b> DBA: Middlesex Health Family Medicine 13 High Street Portland, CT 06480	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>







## 2020 National Patient Safety Goals

### Symbol Key 3

-  The organization has met the National Patient Safety Goal.
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### Behavioral Health Care and Human Services

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	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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### 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 the population of the individuals it serves.	Identifying Risks Associated with Home Oxygen	



# Middlesex Hospital




DBA: General Acute Care Hospital,  
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### Hospital

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	
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	
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 2020 - March 2021

### Symbol Key 2

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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	Compared to other Joint Commission Accredited Organizations				
		Hospital Results	Nationwide Top 10% Scored at Least:	Average Rate:	Statewide Top 10% Scored at Least:	Average Rate:
Cesarean Birth	This measure reports the number of first-time moms with a full-term, single baby in a head-down position who delivered the baby by cesarean section.		16%	25%	19%	27%
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 47 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.	 63% of 875 eligible Patients	71%	50%	58%	50%
Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate	The moderate rate equals the number of patients with moderate complications.	 1997% of 801 eligible Patients	212%	1780%	307%	1162%
Unexpected Complications in Term Newborns per 1000 livebirths - Overall Rate	This measure looks at the number of full-term single babies with a normal birth weight and with no preexisting conditions, these are babies that are expected to do well and routinely go home with the mother.	 3745% of 801 eligible Patients	1508%	3084%	1260%	3235%



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Compared to other Joint  
Commission

Accredited Organizations

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Compared to other Joint Commission  
Accredited Organizations

Measure	Explanation	Hospital Results	Compared to other Joint Commission Accredited Organizations			
			Nationwide	Average Rate:	Statewide	Average Rate:
Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate	The severe rate equals the number of patients with severe complications.	  1747% of 801 eligible Patients	Top 10% Scored at Least:	1303%	Top 10% Scored at Least:	2073%



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