



# 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

- This organization achieved the best possible results.
- This organization's performance is above the target range/value.
- This organization's performance is similar to 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          | 4/7/2022       | 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:<br>Apr 2020 - Mar 2021 | Perinatal Care                             | <sup>2</sup>  | <sup>2</sup> |



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# 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><br>DBA: Shoreline Medical Center<br>250 Flat Rock Place<br>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>Perform Invasive Procedure (Outpatient)</li> </ul> |
| <b>Middlesex Hospital</b><br>DBA: Marlborough Medical Center<br>12 Jones Hollow Road<br>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>Perform Invasive Procedure (Outpatient)</li> </ul>   |
| <b>Middlesex Hospital</b><br>DBA: Middlesex Health Family Medicine<br>42 East High Street, Suite 205<br>East Hampton, CT 06424 | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>Middlesex Hospital</b><br>DBA: Middlesex Health Outpatient and Cancer Center<br>534 Saybrook Road<br>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>   |



## Locations of Care

### \* Primary Location

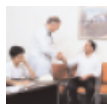
| Locations of Care  | Available Services   |
|--|--|
| <b>Middlesex Hospital *</b><br>DBA: Middlesex Hospital<br>28 Crescent Street<br>Middletown, CT 06457 | <b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Primary Stroke Center</li> </ul> <b>Joint Commission 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> |



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## Locations of Care

### \* Primary Location

| Locations of Care   | Available Services   |
|---|--|
| <b>Middlesex Hospital</b><br>DBA: Middlesex Health Outpatient Surgical Center<br>530 Saybrook Road<br>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><br>DBA: Physical Rehabilitation<br>6 Independence Drive Suite 1<br>Marlborough, CT 06447                        | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>Middlesex Hospital</b><br>DBA: Center For Behavioral Health Adult Outpatient Clinic<br>1250 Boston Post Road<br>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><br>DBA: Middlesex Health Care At Home & Hospice Program<br>21 Pleasant Street<br>Middletown, CT 06457           | <b>Services:</b> <ul style="list-style-type: none"> <li>Hospice Care</li> </ul>  |
| <b>Middlesex Hospital</b><br>DBA: Middlesex Health Care at Home<br>237 Main Street<br>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><br>DBA: Physical Rehabilitation<br>252 Westbrook Road<br>Essex, CT 06426  | <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Mayer Center for Behavioral Health</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Developmental Disabilities - Programs / Services (Non 24 Hour Care - Child/Youth)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>Middlesex Hospital</b><br>DBA: Middlesex Health Family Medicine<br>90 South Main Street<br>Middletown, CT 06457                        | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>   |



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## Locations of Care




### \* Primary Location

| Locations of Care  | Available Services   |
|--|--|
| <b>Middlesex Hospital</b><br>DBA: Physical Rehabilitation<br>512 Saybrook Road,<br>Lower Level<br>Middletown, CT 06457                           | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>Middlesex Hospital</b><br>DBA: Physical Rehabilitation<br>1347 Boston Post Road<br>Madison, CT 06443  | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>Middlesex Hospital</b><br>DBA: Middlesex Health Multispecialty Group<br>Endocrinology<br>540 Saybrook Road, Suite 210<br>Middletown, CT 06457 | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>Middlesex Hospital</b><br>DBA: Wound & Ostomy Care Center<br>520 Saybrook Road suite 201<br>Middletown, CT 06457                              | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>Middlesex Hospital</b><br>DBA: Physical Rehabilitation<br>13 High Street Suite 2<br>Portland, CT 06480  | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>Middlesex Hospital</b><br>DBA: Multispecialty Group<br>80 South Main Street<br>Middletown, CT 06457   | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>Middlesex Hospital</b><br>DBA: Middlesex Health Family Medicine<br>13 High Street Suite 1<br>Portland, CT 06480                               | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>Middlesex Hospital</b><br>DBA: The Crescent Center<br>1 Macdonough Place<br>Middletown, CT 06457  | <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Day Programs - Adult)<br/>(Non 24 Hour Care - Adult/Child/Youth)<br/>(Partial Hospitalization - Adult)</li> </ul> |







## 2020 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.
-  The Goal is not applicable for this organization.

### 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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## 2020 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 the population of the individuals it serves. | Identifying Risks Associated with Home Oxygen |  |














## 2020 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                          |    |
| 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

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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<br>Top 10%<br>Scored<br>at Least: | Average<br>Rate: | Statewide<br>Top 10%<br>Scored<br>at Least: | Average<br>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. | <br>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.   | <br>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.  | <br>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.   | <br>3745% of 801 eligible Patients                          | 1508%  | 3084%            | 1260%                                       | 3235%            |

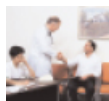


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Compared to other Joint  
Commission

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



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