



# 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.

Mark R. Chassin, MD, MPP, MPH  
President of the Joint Commission



## Summary of Quality Information




### Symbol Key

-  This organization achieved the best possible results.
-  This organization's performance is above the target range/value.
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| Accreditation Programs   | Accreditation Decision | Effective Date | Last Full Survey Date | Last On-Site Survey Date |
|--|------------------------|----------------|-----------------------|--------------------------|
|  Behavioral Health Care | Accredited             | 8/10/2016      | 6/11/2019             | 6/11/2019                |
|  Hospital               | Accredited             | 8/13/2016      | 6/14/2019             | 6/14/2019                |
|  Laboratory             | Accredited             | 7/12/2017      | 7/11/2017             | 7/11/2017                |











### Accreditation programs recognized by the Centers for Medicare and Medicaid Services (CMS)

Pathology and Clinical Laboratory

Hospital

### Other Accredited Programs/Services

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

|  |  | Compared to other Joint Commission Accredited Organizations  |  |
|--|--|--|--|
|  |  | Nationwide   | Statewide  |
| Behavioral Health Care                     | <b>2016National Patient Safety Goals</b> |               |  *            |
| Hospital                                   | <b>2016National Patient Safety Goals</b> |               |  *            |
| <b>National Quality Improvement Goals:</b> |  |  |  |
| Reporting Period:<br>Jan 2018 - Dec 2018   | Emergency Department                     |  <sup>2</sup> |  <sup>2</sup> |
|  | Immunization                             |  <sup>2</sup> |  <sup>2</sup> |
|  | Perinatal Care                           |  <sup>2</sup> |  <sup>2</sup> |
| Laboratory                                 | <b>2017National Patient Safety Goals</b> |               |  *            |



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



## Locations of Care

### \* Primary Location

| Locations of Care  | Available Services   |
|--|--|
| <b>Center for Cancer Care</b><br>200 Kennedy Drive<br>Torrington, CT 06790   | <b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>  |
| <b>Center for Youth &amp; Family Services</b><br>50 Litchfield Street<br>Torrington, CT 06790                        | <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Bridges Extended Day</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Child/Youth)</li> <li>Family Support (Non 24 Hour Care)</li> </ul>   |
| <b>Charlotte Hungerford Hospital Multispecialty Group</b><br>538 Litchfield St,<br>Torrington, CT 06790              | <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Foot Center</li> <li>Nuerology</li> <li>Orthopedic Office</li> <li>Outpatient PT</li> <li>Surgical Office</li> <li>Urology Office</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul> |
| <b>Charlotte Hungerford Hospital Multispecialty Group</b><br>540 Litchfield Street<br>Torrington, CT 06790           | <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>ENT Services</li> <li>Podiatry Services</li> <li>Pulmonary Medicine</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>   |
| <b>Charlotte Hungerford Hospital PET,Mammography &amp; Primary Care</b><br>220 Kennedy Drive<br>Torrington, CT 06790 | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>  |
| <b>Charlotte Hungerford Primary Care</b><br>200 New Hartford Road<br>Winsted, CT 06098                               | <b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>  |
| <b>Hungerford Emergency &amp; Medical Care at Winsted Health Center</b><br>115 Spencer Street<br>Winsted, CT 06098   | <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Sleep Lab, Cardiac &amp; Pulmonary Rehab</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Anesthesia (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>                                    |



## Locations of Care

### \* Primary Location

| Locations of Care  | Available Services   |
|--|--|
| <b>The Charlotte Hungerford Hospital *</b><br>540 Litchfield Street<br>Torrington, CT 06790                                | <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult/Child/Youth) (24-hour Acute Care/Crisis Stabilization - Adult) (Partial - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>CT Scanner (Imaging/Diagnostic Services)</li> <li>Ear/Nose/Throat Surgery (Surgical Services)</li> <li>EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li> <li>Gastroenterology (Surgical Services)</li> <li>General Laboratory Tests</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>Inpatient Unit (Inpatient)</li> <li>Interventional Radiology (Inpatient, Outpatient, 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>Normal Newborn Nursery (Inpatient)</li> <li>Nuclear Medicine (Imaging/Diagnostic Services)</li> <li>Ophthalmology (Surgical Services)</li> <li>Orthopedic Surgery (Surgical Services)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Pediatric Unit (Inpatient)</li> <li>Positron Emission Tomography (PET) (Imaging/Diagnostic Services)</li> <li>Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>Sterile Medication Compounding (Inpatient)</li> <li>Surgical ICU (Intensive Care Unit)</li> <li>Teleradiology (Imaging/Diagnostic Services)</li> <li>Toxicology</li> <li>Ultrasound (Imaging/Diagnostic Services)</li> <li>Urology (Surgical Services)</li> </ul> |
| <b>The Charlotte Hungerford Hospital Cardiovascular Medicine and</b><br>1215 New Litchfield Street<br>Torrington, CT 06790 | <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>  |
| <b>The Charlotte Hungerford Hospital Physical Therapy and Rehab</b><br>1151 East Main Street<br>Torrington, CT 06790       | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>The Charlotte Hungerford Hospital Primary Care</b><br>76 Church Street<br>Canaan, CT 06018                              | <b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>  |



## Locations of Care




### \* Primary Location

| Locations of Care   | Available Services   |
|---|--|
| <b>The Charlotte Hungerford Hospital Primary Care Office</b><br>76 Watertown Road<br>Thomaston, CT 06787      | <b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>  |
| <b>The Charlotte Hungerford Wound Care and Hyperbaric Medicine</b><br>7 Felicity Lane<br>Torrington, CT 06790 | <b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>  |
| <b>The Hungerford Center</b><br>780 Litchfield Street<br>Torrington, CT 06790                                 | <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Cardiac and Pulmonary Rehabilitation</li> <li>Diabetes and Endocrinology</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul> |
| <b>Winsted Psych</b><br>294 Main Street<br>Winsted, CT 06098  | <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> <li>Family Support (Non 24 Hour Care)</li> </ul>   |







## 2016 National Patient Safety Goals

### Symbol Key

-  The organization has 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 |  |




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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                         |    |
| Use Alarms Safely  | 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: January 2018 - December 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. |  <sup>2</sup> |  <sup>2</sup> |

Compared to other Joint Commission Accredited Organizations

| Measure  | Explanation   | Hospital Results  | Compared to other Joint Commission Accredited Organizations |                  |                         |                  |
|--|---|---|---|------------------|-------------------------|------------------|
|  |   |   | Nationwide  |                  | Statewide               |                  |
|  |   |   | Top 10% Scored at Most:                                     | Weighted Median: | Top 10% Scored at Most: | 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. |  <sup>2</sup><br>231.00 minutes<br>837 eligible Patients  | 56.00   | 137.00           | 97.91                   | 172.82           |
| 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.  |  <sup>2</sup><br>443.00 minutes<br>839 eligible Patients | 207.00  | 321.00           | 280.53                  | 351.41           |



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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. | <br>96% of 472 eligible Patients | 100%                                | 94%           | 99%                                | 93%           |



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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.   |  3<br>----                        | 100%                     | 98%           | 100%                     | 99%           |
| 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. | <br>3% of 34 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.   | <br>51% of 325 eligible Patients | 73%                      | 52%           | 61%                      | 52%           |



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## 2017 National Patient Safety Goals

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### Laboratory

| 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 |  |
| Reduce the risk of health care-associated infections         | Meeting Hand Hygiene Guidelines                         |  |

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