



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 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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-  This Measure is not applicable for this organization.
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Footnote Key

1. The Measure or Measure Set was not reported.
2. The Measure Set does not have an overall result.
3. The number of patients is not enough for comparison purposes.
4. The measure meets the Privacy Disclosure Threshold rule.
5. The organization scored above 90% but was below most other organizations.
6. The Measure results are not statistically valid.
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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	6/12/2019	6/11/2019	6/11/2019
 Hospital	Accredited	6/15/2019	6/14/2019	7/26/2019
 Laboratory	Accredited	7/3/2019	10/26/2021	10/26/2021









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 and Human Services	2019 National Patient Safety Goals		 *
	2019 National Patient Safety Goals		 *
Hospital	National Quality Improvement Goals:		
	Perinatal Care	 ²	 ²
Reporting Period: Jan 2020 - Dec 2020			
Laboratory	2019 National Patient Safety Goals		 *



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



Locations of Care

* Primary Location

Locations of Care	Available Services
Behavioral Health Center - Winsted Satellite 200 New Hartford Road Winsted, CT 06098	Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Family Support (Non 24 Hour Care)
Center for Cancer Care 200 Kennedy Drive Torrington, CT 06790	Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient)
Center for Youth & Families 50 Litchfield Street Torrington, CT 06790	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Bridges Extended Day Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Child/Youth) (Non 24 Hour Care - Child/Youth) (Partial Hospitalization - Child/Youth) Community Integration (Non 24 Hour Care) Family Support (Non 24 Hour Care)
Charlotte Hungerford Hospital Ear, Nose and Throat 50 Amenia Road Sharon, CT 06069	Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient)
Charlotte Hungerford Hospital Ear, Nose and Throat 339 West Main Street Avon, CT 06001	Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient)
Charlotte Hungerford Hospital Multispecialty Group 540 Litchfield Street Torrington, CT 06790	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Cardiodiagnostic Services ENT Services Podiatry Services Pulmonary Medicine Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Charlotte Hungerford Hospital Multispecialty Group 538 Litchfield St, Torrington, CT 06790	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Outpatient PT Surgical Office Urology Office Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Charlotte Hungerford Hospital PET,Mammography 220 Kennedy Drive Torrington, CT 06790	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)



Locations of Care

* Primary Location

Locations of Care	Available Services
Charlotte Hungerford Hospital Rehabilitation Services 1012 East Main Street Torrington, CT 06790	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Physical Therapy Speech Therapy Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
The Charlotte Hungerford Hospital * 540 Litchfield Street Torrington, CT 06790	Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult/Child/Youth) (24-hour Acute Care/Crisis Stabilization - Adult) (Partial Hospitalization - Adult) Community Integration (Non 24 Hour Care) CT Scanner (Imaging/Diagnostic Services) Ear/Nose/Throat Surgery (Surgical Services) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Gastroenterology (Surgical Services) General Laboratory Tests GI or Endoscopy Lab (Imaging/Diagnostic Services) Gynecological Surgery (Surgical Services) Gynecology (Inpatient) Hazardous Medication Compounding (Inpatient) Inpatient Unit (Inpatient) Interventional Radiology (Inpatient, Outpatient, Imaging/Diagnostic Services) Labor & Delivery (Inpatient) Magnetic Resonance Imaging (Imaging/Diagnostic Services) Medical /Surgical Unit (Inpatient) Medical ICU (Intensive Care Unit) Normal Newborn Nursery (Inpatient) Nuclear Medicine (Imaging/Diagnostic Services) Ophthalmology (Surgical Services) Orthopedic Surgery (Surgical Services) Outpatient Clinics (Outpatient) Positron Emission Tomography (PET) (Imaging/Diagnostic Services) Post Anesthesia Care Unit (PACU) (Inpatient) Sterile Medication Compounding (Inpatient) Surgical ICU (Intensive Care Unit) Teleradiology (Imaging/Diagnostic Services) Toxicology Ultrasound (Imaging/Diagnostic Services) Urology (Surgical Services)
The Charlotte Hungerford Hospital Cardiovascular Medicine 1215 New Litchfield Street Torrington, CT 06790	Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Single Specialty Practitioner (Outpatient)



Locations of Care




* Primary Location

Locations of Care	Available Services
The Charlotte Hungerford Hospital Specialty Care Office 76 Watertown Road Thomaston, CT 06787	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Cardiology • GYN Oncology • Neurology • Nutrition • Podiatry • Urology Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient)
The Charlotte Hungerford Sleep Center 1151 East Main Street Torrington, CT 06790	Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient)
The Charlotte Hungerford Winsted ED and Health Center 80 South Main Street Winsted, CT 06098	Services: <ul style="list-style-type: none"> • Administration of High Risk Medications (Outpatient) • Anesthesia (Outpatient) • Perform Invasive Procedure (Outpatient)
The Charlotte Hungerford Wound Care and Hyperbaric Medicine 7 Felicity Lane Torrington, CT 06790	Services: <ul style="list-style-type: none"> • Perform Invasive Procedure (Outpatient) • Single Specialty Practitioner (Outpatient)
The Hungerford Center 780 Litchfield Street Torrington, CT 06790	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Cardiac and Pulmonary Rehabilitation • Charlotte Hungerford Neurology Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient)



2019 National Patient Safety Goals

Symbol Key

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Behavioral Health Care and Human Services

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	
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 Infections that are difficult to treat	
	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 2020 - December 2020

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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:
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.	31% of 143 eligible Patients	16%	25%	16%	26%
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.	5% of 41 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.	47% of 344 eligible Patients	71%	51%	58%	51%
Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate	The moderate rate equals the number of patients with moderate complications.	0% of 326 eligible Patients	2%	18%	0%	13%
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.	920% of 326 eligible Patients	15%	31%	9%	32%



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

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National Quality Improvement Goals

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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	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.	 920% of 326 eligible Patients	Top 10% Scored at Least: 5%	13%	Top 10% Scored at Least: 4%	20%



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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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