



# 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
Home Care	Accredited	3/29/2019	3/28/2019	3/28/2019
Hospital	Accredited	3/30/2019	3/29/2019	3/29/2019
Laboratory	Accredited	10/11/2019	10/10/2019	10/10/2019

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

Pathology and Clinical Laboratory

Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS)

Trustees of the University of Pennsylvania

625 Clark Avenue, Suite 10, King Of Prussia, PA. 19406

Hospital

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

Ventricular Assist Device

Advanced Certification Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
Advanced Comprehensive Stroke Center	Certification	10/20/2018	10/19/2018	10/19/2018
Heart Failure	Certification	4/9/2019	4/8/2019	4/8/2019
Ventricular Assist Device	Certification	7/18/2018	7/17/2018	7/17/2018

### Other Accredited Programs/Services

- Hospital ( Accredited by American College of Surgeons-Commission on Cancer (ACoS-COC))
- Laboratory ( Accredited by American Society for Histocompatibility and Immunogenetics (ASHI))

### Special Quality Awards

2015 Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program

2013 Gold Plus Get With The Guidelines - Stroke

2012 ACS National Surgical Quality Improvement Program

2012 Gold Get With The Guidelines - Heart Failure

2012 Hospital Magnet Award



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		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Home Care	<b>2019 National Patient Safety Goals</b>		*
Hospital	<b>2019 National Patient Safety Goals</b>		*
<b>National Quality Improvement Goals:</b>			
Reporting Period:	Emergency Department	<sup>2</sup>	<sup>2</sup>
Oct 2018 - Sep 2019	Perinatal Care	<sup>2</sup>	<sup>2</sup>
Laboratory	<b>2019 National 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>Clinical Practices of the University of Pennsylvania</b> 3020 Market Street 2nd Floor, Suite 201 Philadelphia, PA 19103	<b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> </ul>
<b>Clinical Practices of the University of Pennsylvania</b> DBA: Ralston Penn Center 3615 Chestnut Street Philadelphia, PA 19104	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Clinical Practices of the University of Pennsylvania</b> DBA: Hyperbaric Medicine Center 3620 Hamilton Walk Philadelphia, PA 19104	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Clinical Practices of the University of Pennsylvania</b> DBA: Clinical Practices of the University of Pennsylvania 3701 Market Street Philadelphia, PA 19104	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>General Internal Med Anticoagulation Clinic 3701 Market</li> <li>General Internal Medicine 3701 Market 3rd Floor</li> <li>General Internal Medicine 3701 Market 7th Floor</li> <li>General Internal Medicine Cooper 3701 Market 6th Floor</li> <li>Gynecology 3701 Market</li> <li>Obstetrics 3701 Market</li> <li>REI Urology 3701 Market</li> <li>Reproductive Endocrinology 3701 Market</li> <li>Urogynecology 3701 Market Street</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Clinical Practices of the University of Pennsylvania</b> 3600 Spruce Street, 2 Maloney Philadelphia, PA 19104	<b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> </ul>
<b>Clinical Practices of the University of Pennsylvania</b> DBA: Penn Outpatient Lab 3701 Market Street Philadelphia, PA 19104	<b>Services:</b> <ul style="list-style-type: none"> <li>Laboratory Draw Station (Outpatient)</li> </ul>
<b>Clinical Practices of the University of Pennsylvania</b> DBA: Reproductive Surgical Facility 3701 Market Philadelphia, PA 19104	<b>Services:</b> <ul style="list-style-type: none"> <li>Ambulatory Surgery Center (Outpatient)</li> <li>Anesthesia (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>



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<b>Hospital of the University of Pennsylvania *</b> 3400 Spruce Street Philadelphia, PA 19104	<b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Advanced Comprehensive Stroke Center</li> <li>Heart Failure</li> <li>Ventricular Assist Device</li> </ul> <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Penn Heart Failure and Transplant Group</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Brachytherapy (Imaging/Diagnostic Services)</li> <li>Cardiac Catheterization Lab (Surgical Services)</li> <li>Cardiac Surgery (Surgical Services)</li> <li>Cardiothoracic Surgery (Surgical Services)</li> <li>Cardiovascular Unit (Inpatient)</li> <li>Coronary Care Unit (Inpatient)</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>Neuro/Spine ICU (Intensive Care Unit)</li> <li>Neuro/Spine Unit (Inpatient)</li> <li>Neurosurgery (Surgical Services)</li> <li>Non-Sterile Medication Compounding (Inpatient)</li> <li>Normal Newborn Nursery (Inpatient)</li> <li>Nuclear Medicine (Imaging/Diagnostic Services)</li> <li>Orthopedic Surgery (Surgical Services)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Plastic Surgery (Surgical Services)</li> <li>Positron Emission Tomography (PET) (Imaging/Diagnostic Services)</li> <li>Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>Radiation Oncology (Imaging/Diagnostic Services)</li> <li>Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization)</li> <li>Sleep Laboratory (Sleep Laboratory)</li> <li>Sterile Medication Compounding (Inpatient)</li> <li>Surgical ICU (Intensive Care Unit)</li> <li>Surgical Unit (Inpatient)</li> <li>Teleradiology (Imaging/Diagnostic Services)</li> <li>Thoracic Surgery (Surgical Services)</li> <li>Transplant 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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### \* Primary Location

Locations of Care	Available Services
<b>HUP Mohs Surgery Lab - Perelman Center</b> 3400 Civic Center Blvd., Suite 1-330S Philadelphia, PA 19104	<b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> </ul>
<b>HUP Radiology, Penn Medicine at Bucks</b> 777 Township Line Rd. Yardley, PA 19067	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Penn Dermatology Bucks County</b> 1000 Floral Vale Blvd., Suite 100 Yardley, PA 19067	<b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Penn Institute for Rehabilitation Medicine</b> DBA: Penn Medicine at Rittenhouse 18th and Lombard Streets Philadelphia, PA 19146	<b>Services:</b> <ul style="list-style-type: none"> <li>Inpatient Unit (Inpatient)</li> <li>Non-Sterile Medication Compounding (Inpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization)</li> <li>Sterile Medication Compounding (Inpatient)</li> </ul>
<b>Penn Medicine at Radnor</b> 250 King of Prussia Road Radnor, PA 19087	<b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Laboratory Draw Station (Outpatient)</li> </ul>
<b>Penn Medicine at Radnor</b> 250 King of Prussia Road Radnor, PA 19087	<b>Services:</b> <ul style="list-style-type: none"> <li>Anesthesia (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Penn Medicine at Rittenhouse PM&amp;R</b> 18th and Lombard Sts. Philadelphia, PA 19146	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Penn Medicine Valley Forge Abramson Cancer Center</b> 1001 Chesterbrook Blvd., Berwyn, PA Berwyn, PA 19312	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Chemo Infusion</li> <li>Community Radiology Valley Forge</li> <li>Hematology Oncology</li> <li>Lab</li> <li>Radiation Oncology</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>Hazardous Medication Compounding (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>



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<b>Penn Medicine Valley Forge Lab</b> 1001 Chesterbrook Blvd., Berwyn, PA 19312 Berwyn, PA 19312	<b>Services:</b> <ul style="list-style-type: none"> <li>Laboratory Draw Station (Outpatient)</li> </ul>
<b>Penn Radiation Oncology at Chestnut Hill</b> 8835 Germantown Avenue Philadelphia, PA 19118	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Penn Sleep Center</b> 3624 Market Street Suite 201 Philadelphia, PA 19104	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Penn Sleep Center - Malvern, PA</b> Hilton Homewood Suites 12 East Swedesford Rd Malvern, PA 19355	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Penn Sleep Center at the Sheraton</b> 3549 Chestnut Street Philadelphia, PA 19104	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Penn Sports Medicine at Weightman Hall</b> 235 South 33rd St. Philadelphia, PA 19104	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Perelman Center for Advanced Medicine</b> 3400 Civic Center Blvd. Philadelphia, PA 19104	<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>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Radiation Oncology Doylestown</b> 599 W. State St. Doylestown, PA 18901	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>The Hospital of the University of Pennsylvania</b> DBA: Psychiatry Outpatient Services 3535 Market Street, 2nd Floor Philadelphia, PA 19104	<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>

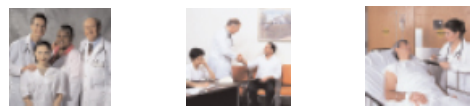




## Locations of Care




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Locations of Care	Available Services
<b>Trustees of the University of Pennsylvania</b> DBA: Penn Home Infusion Therapy 625 Clark Avenue, Suite 10 King Of Prussia, PA 19406	<b>Services:</b> <ul style="list-style-type: none"> <li>• Durable Medical Equipment</li> <li>• Enteral Equipment and/or Supplies</li> <li>• Enteral Nutrients</li> <li>• External Infusion Pump Supplies</li> <li>• External Infusion Pumps</li> <li>• Hazardous Medication Compounding</li> <li>• Home Health, Non-Hospice Services</li> <li>• Infusion Nursing</li> <li>• Infusion Pharmacy</li> <li>• Parenteral Equipment and/or Supplies</li> <li>• Parenteral Nutrients</li> <li>• Pharmacy, Clinical Consulting Services</li> <li>• Pharmacy/Dispensary, General Services</li> <li>• Specialty Pharmacy</li> <li>• Sterile Medication Compounding</li> <li>• Supplies</li> </ul>
<b>Trustees of the University of Pennsylvania</b> DBA: Penn Home Infusion Therapy 1006 Mantua Pike Woodbury Heights, NJ 08097	








## 2019 National Patient Safety Goals

### Symbol Key

-  The organization has met the National Patient Safety Goal.
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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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### 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: October 2018 - September 2019

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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>  457.00 minutes 449 eligible Patients	55.00	134.00	69.97	130.62



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\* This information can also be viewed at [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)

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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	Statewide	Average
			Top 10% Scored at Least:	Rate:	Top 10% Scored at Least:	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.	 100% of 30 eligible Patients	100%	99%	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.	 0% of 35 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.	 44% of 418 eligible Patients	73%	51%	62%	46%



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2019 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	