



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.

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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Footnote Key

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For further information and explanation of the Quality Report contents, refer to the "Quality Report User Guide."

Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
Behavioral Health Care	Accredited	4/25/2017	4/24/2017	4/24/2017
Home Care	Accredited	4/26/2017	4/25/2017	4/25/2017
Hospital	Accredited	6/14/2017	4/28/2017	6/14/2017
Laboratory	Accredited	11/11/2017	11/10/2017	11/10/2017

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

Pathology and Clinical Laboratory

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

Reading Hospital

420 S. 5th Ave., West Reading, PA. 19611

Hospital

Advanced Certification Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
Advanced Total Hip and Total Knee Replacement	Certification	11/3/2017	11/13/2019	11/13/2019
Primary Stroke Center	Certification	3/9/2019	3/8/2019	3/8/2019

Certified Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
Asthma, Pediatrics	Certification	5/29/2019	5/28/2019	5/28/2019
Heart Failure	Certification	5/18/2019	5/17/2019	5/17/2019

Other Accredited Programs/Services

- Hospital (Accredited by UHMS Clinical Hyperbaric Facility - Level 2)
- Hospital (Accredited by American College of Surgeons-Commission on Cancer (ACoS-COC))

Special Quality Awards

- 2014 Top Performer on Key Quality Measures®
- 2013 Top Performer on Key Quality Measures®
- 2015 Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
- 2012 ACS National Surgical Quality Improvement Program
- 2012 Silver - The Medal of Honor for Organ Donation
- 2010 Silver - The Medal of Honor for Organ Donation



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		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Behavioral Health Care	2017National Patient Safety Goals		 *
Home Care	2017National Patient Safety Goals		 *
Hospital	2017National Patient Safety Goals		 *
National Quality Improvement Goals:			
Reporting Period:	Emergency Department	 ²	 ²
Apr 2018 - Mar 2019	Perinatal Care	 ²	 ²
Laboratory	2017National 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
Occupational Health Services 1000 Tuckerton Court Reading, PA 19605	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • The Reading Hospital Imaging Center at Muhlenberg • The Reading Hospital Laboratory Services at Muhlenberg • The Reading Hospital Physical Therapy at Muhlenberg Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient)



Locations of Care

* Primary Location

Locations of Care	Available Services
Reading Hospital * 420 S. 5th Ave. West Reading, PA 19611	Joint Commission Advanced Certification Programs: <ul style="list-style-type: none"> Advanced Total Hip and Total Knee Replacement Primary Stroke Center Joint Commission Certified Programs: <ul style="list-style-type: none"> Asthma, Pediatrics Heart Failure Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Apheresis R3E Cancer Infusion Center Center for Public Health Employee Health Services/Occupational Health Services, Suite Family Health Care Center Image Recovery Center Maternal Fetal Medicine Outpatient Nutrition Services, Suite 310 Outpatient Services Clinic Reading Hospital Assertive Community Treatment Program Reading Hospital Imaging, Suite 365 TRHMC Imaging Services, Suite 135 TRHMC Internal Medicine Practice TRHMC Laboratory Services, Suites 110 Womens Health Center Services: <ul style="list-style-type: none"> Assertive Community Treatment/Community Support Services (Non 24 Hour Care - Adult) Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult/Child/Youth) (24-hour Acute Care/Crisis Stabilization - Adult) (Partial - Adult) Brachytherapy (Imaging/Diagnostic Services) Breast Prostheses and Accessories Cardiac Catheterization Lab (Surgical Services) Cardiac Surgery (Surgical Services) Cardiothoracic Surgery (Surgical Services) Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult) Community Integration (Non 24 Hour Care) Coronary Care Unit (Inpatient) CT Scanner (Imaging/Diagnostic Services) Dialysis Unit (Inpatient) Medical /Surgical Unit (Inpatient) Medical ICU (Intensive Care Unit) Neuro/Spine Unit (Inpatient) Neurosurgery (Surgical Services) Non-Sterile Medication Compounding (Inpatient) Normal Newborn Nursery (Inpatient) Nuclear Medicine (Imaging/Diagnostic Services) Orthopedic Surgery (Surgical Services) Orthopedic/Spine Unit (Inpatient) Outpatient Clinics (Outpatient) Pediatric Unit (Inpatient) Peer Support (Non 24 Hour Care) Plastic Surgery (Surgical Services) Positron Emission Tomography (PET) (Imaging/Diagnostic Services) Post Anesthesia Care Unit (PACU) (Inpatient) Prosthetics (Home Medical Equipment) Radiation Oncology (Imaging/Diagnostic Services)



Locations of Care

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	<ul style="list-style-type: none"> • Ear/Nose/Throat Surgery (Surgical Services) • EEG/EKG/EMG Lab (Imaging/Diagnostic Services) • Employment Services (Non 24 Hour Care) • Family Support (Non 24 Hour Care) • Gastroenterology (Surgical Services) • GI or Endoscopy Lab (Imaging/Diagnostic Services) • Gynecological Surgery (Surgical Services) • Gynecology (Inpatient) • Hazardous Medication Compounding (Inpatient) • Hematology/Oncology Unit (Inpatient) • Inpatient Unit (Inpatient) • Interventional Radiology (Imaging/Diagnostic Services) • Labor & Delivery (Inpatient) • Magnetic Resonance Imaging (Imaging/Diagnostic Services) • Sleep Laboratory (Sleep Laboratory) • Sterile Medication Compounding (Inpatient) • Surgical ICU (Intensive Care Unit) • Surgical Unit (Inpatient) • Teleradiology (Imaging/Diagnostic Services) • Thoracic Surgery (Surgical Services) • Ultrasound (Imaging/Diagnostic Services) • Urology (Surgical Services) • Vascular Surgery (Surgical Services)
Reading Hospital Children's Health Center 206 South Sixth Avenue West Reading, PA 19611	Services: <ul style="list-style-type: none"> • Single Specialty Practitioner (Outpatient)
Reading Hospital Imaging 957 Benjamin Franklin Highway Douglassville, PA 19518	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Reading Hospital Laboratory Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient)
Reading Hospital Imaging at Wyomissing Family Practice 1350 Broadcasting Road Reading, PA 19610	Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient)
Reading Hospital Lab at Kenhorst 600 High Boulevard Reading, PA 19607	Services: <ul style="list-style-type: none"> • Laboratory Draw Station (Outpatient)
Reading Hospital Outpatient Therapy 7189 Bernville Rd. Bernville, PA 19506	Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient)



Locations of Care

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Locations of Care	Available Services
Reading Hospital Outpatient Therapy 3701 Perkiomen Ave Reading, PA 19606	Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient)
Reading Hospital Physical Therapy 1200 Rockland Street Reading, PA 19604	Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient)
Reading Hospital Rehabilitation at Wyomissing 2802 Papermill Road Wyomissing, PA 19610	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> TRH Post Acute Rehab Therapy Services Services: <ul style="list-style-type: none"> Inpatient Unit (Inpatient) Neuro/Spine Unit (Inpatient) Non-Sterile Medication Compounding (Inpatient) On Site Pharmacy Outpatient Clinics (Outpatient) Rehabilitation Services Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization) Skilled Nursing Care Sterile Medication Compounding (Inpatient) Ultrasound (Imaging/Diagnostic Services)
The Reading Hospital at Elverson 310 Darby Square Elverson, PA 19520	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> The Reading Hospital Imaging Services at Elverson The Reading Hospital Laboratory Services at Elverson Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
The Reading Hospital at Spring Ridge 2603 Keiser Blvd Wyomissing, PA 19610	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> The Reading Hospital Imaging Services at Spring Ridge The Reading Hospital Laboratory Services at Spring Ridge The Reading Hospital Wound Healing & Hyperbaric Medicine Cen Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
The Reading Hospital at Wyomissing Plaza 2101 State Hill Road Wyomissing, PA 19610	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> TRHMC Outpatient Therapy Services TRHMC Speech & Hearing Services Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
The Reading Hospital Drug & Alcohol Center 401 Buttonwood Street West Reading, PA 19611	Services: <ul style="list-style-type: none"> Chemical Dependency (Residential Care - Adult) (Detox/Non-detox - Adult)



Locations of Care

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Locations of Care	Available Services
The Reading Hospital Imaging and Lab at Berkshire Heights 950A & B North Wyomissing Boulevard Wyomissing, PA 19610	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> The Reading Hospital Imaging at Berkshire Heights The Reading Hospital Laboratory at Berkshire Heights Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
The Reading Hospital Imaging and Laboratory at Hamburg 31 Industrial Drive Hamburg, PA 19526	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Reading Hospital Miller Regional Heart Center Cardiac Testin Reading Hospital Outpatient Therapy, Suite 129 Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
The Reading Hospital Imaging Center at Broadcasting Road 1320 Broadcasting Road Wyomissing, PA 19610	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Heart Health & Fitness, Suite 111 Miller Regional Heart Center Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
The Reading Hospital Imaging Center at Exeter 2 Hearthstone Court Reading, PA 19606	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
The Reading Hospital Lab & Imaging Services at Gateway 1020 Grings Hill Road Reading, PA 19608-8844	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Reading Hospital Physical Therapy Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
The Reading Hospital Lab & Imaging Services at Kutztown 15050 Kutztown Road Kutztown, PA 19530	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Reading Hospital Physical Therapy Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
The Reading Hospital Lab & Imaging Services at Leesport 5479 Pottsville Pike Leesport, PA 19533	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
The Reading Hospital Lab Services at Boyertown 146 South Reading Avenue Boyertown, PA 19512	Services: <ul style="list-style-type: none"> Laboratory Draw Station (Outpatient)
The Reading Hospital Lab Services at West Lawn 25 Stevens Avenue West Lawn, PA 19609	Services: <ul style="list-style-type: none"> Laboratory Draw Station (Outpatient)



Locations of Care

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The Reading Hospital Laboratory at Bernville 7169 Bernville Road Bernville, PA 19506	Services: <ul style="list-style-type: none"> Laboratory Draw Station (Outpatient)
The Reading Hospital Laboratory at Womelsdorf 1137 West Penn Avenue Womelsdorf, PA 19567	Services: <ul style="list-style-type: none"> Laboratory Draw Station (Outpatient)
The Reading Hospital Laboratory Services at Reiffton 3703 Perkiomen Avenue Reading, PA 19606	Services: <ul style="list-style-type: none"> Laboratory Draw Station (Outpatient)
TRH Center for Mental Health and Behavioral Medicine 560 Van Reed Road Wyomissing, PA 19610	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> TRH Behavioral Medicine Center, Suite 204 TRH Center for Mental Health, Suite 301 and 308 Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Outpatient Clinics (Outpatient)
TRH Center for Mental Health at Birdsboro 321 Furnace Street, H60 Birdsboro, PA 19508	Services: <ul style="list-style-type: none"> Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult)
TRH Center for Mental Health at Kutztown University Boehm Science Hall, Main Street Kutztown, PA 19530	Services: <ul style="list-style-type: none"> Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult)
TRH Center for Mental Health at Wyomissing High School 630 Evans Avenue Wyomissing, PA 19610	Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth)



2017 National Patient Safety Goals

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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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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 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: April 2018 - March 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.	 ²	 ²

Compared to other Joint Commission Accredited Organizations

Measure	Explanation	Hospital Results	Compared to other Joint Commission Accredited Organizations			
			Nationwide	Weighted	Statewide	Weighted
			Top 10% Scored at Most:	Median:	Top 10% Scored at Most:	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.	 ² 119.00 minutes 775 eligible Patients	55.00	136.00	71.21	137.38



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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	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.	 100% of 102 eligible Patients	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.	 2% of 247 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.	 50% of 2652 eligible Patients	73%	52%	65%	48%



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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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