



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 better than the target range/value.
-  This organization's performance is similar to the target range/value.
-  This organization's performance is worse than the target range/value.
-  This Measure is not applicable for this organization.
-  Not displayed

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.
7. The Measure results are based on a sample of patients.
8. The number of months with Measure data is below the reporting requirement.
9. The measure results are temporarily suppressed pending resubmission of updated data.
10. Test Measure: a measure being evaluated for reliability of the individual data elements or awaiting National Quality Forum Endorsement.
11. There were no eligible patients that met the denominator criteria.
12. The measure rate is within optimal range.

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 |
|---|------------------------|----------------|-----------------------|--------------------------|
|  Home Care | Accredited | 3/1/2023 | 2/28/2023 | 2/28/2023 |
|  Hospital | Accredited | 3/4/2023 | 3/3/2023 | 3/3/2023 |





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

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

Reading Hospital







420 S. 5th Ave., Reading, PA. 19611-2143

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 | 2/24/2022 | 2/23/2022 | 2/23/2022 |
|  Primary Stroke Center | Certification | 6/8/2023 | 6/7/2023 | 6/7/2023 |
| Certified Programs | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
|  Asthma, Pediatrics | Certification | 11/18/2021 | 11/17/2021 | 11/17/2021 |
|  Heart Failure | Certification | 2/16/2022 | 2/15/2022 | 2/15/2022 |

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))

| | | Compared to other Joint Commission Accredited Organizations | |
|--|--|--|--|
| | | Nationwide | Statewide |
| Home Care | 2023 National Patient Safety Goals |  |  * |
| Hospital | 2023 National Patient Safety Goals |  |  * |
| Reporting Period: Jan 2021 - Dec 2021 | National Quality Improvement Goals: | | |
| | Perinatal Care |  ² |  ² |



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|--|--|
| Reading Hospital * 420 S. 5th Ave. Reading, PA 19611-2143 | 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 Family Health Care Center Image Recovery Center Maternal Fetal Medicine Outpatient Nutrition Services, Suite 310 Outpatient Services Clinic, A4 Reading Hospital Gynecologic Oncology Reading Hospital Hematology Oncology Reading Hospital Imaging, Suite 365 Reading Hospital Infectious Disease & Travel Medicine, Suite Reading Hospital Laboratory Services, Suite 110 Reading Hospital Neurology, Suite 210 Reading Hospital Neurology, Suite 3020 Reading Hospital Outpatient Behavioral Health Services, BLDG Reading Hospital Outpatient Pharmacy, Suite 300 Reading Hospital Radiation Oncology Reading Hospital Internal Medicine Practice, Suite 340 Womens Health Center Services: <ul style="list-style-type: none"> Brachytherapy (Imaging/Diagnostic Services) Breast Prostheses and Accessories Cardiac Catheterization Lab (Surgical Services) Cardiac Surgery (Surgical Services) Cardiothoracic Surgery (Surgical Services) CT Scanner (Imaging/Diagnostic Services) Dialysis Unit (Inpatient) Ear/Nose/Throat Surgery (Surgical Services) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Gastroenterology (Surgical Services) GI or Endoscopy Lab (Imaging/Diagnostic Services) Non-Sterile Medication Compounding (Inpatient) Normal Newborn Nursery (Inpatient) Nuclear Medicine (Imaging/Diagnostic Services) Ophthalmology (Surgical Services) Orthopedic Surgery (Surgical Services) Orthopedic/Spine Unit (Inpatient) Outpatient Clinics (Outpatient) Pediatric Unit (Inpatient) 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) |



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|--|--|
| | <ul style="list-style-type: none"> 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) Medical /Surgical Unit (Inpatient) Medical ICU (Intensive Care Unit) Neuro/Spine Unit (Inpatient) Neurosurgery (Surgical 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 S 6th Ave West Reading, PA 19611-1411 | Joint Commission Certified Programs: <ul style="list-style-type: none"> Asthma, Pediatrics Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Reading Hospital Endocrinology & Diabetes Center 1001 Reed Ave STE 402 Wyomissing, PA 19610-2030 | Services: <ul style="list-style-type: none"> Perform Invasive Procedure (Outpatient) Single Specialty Practitioner (Outpatient) |
| Reading Hospital Imaging and Laboratory at Hamburg 31 Industrial DR Hamburg, PA 19526-8778 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Reading Hospital Miller Heart Center Cardiac Testing, STE 15 Reading Hospital Outpatient Therapy, STE 129 Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Reading Hospital Imaging Center at Exeter 2 Hearthstone CT Reading, PA 19606-3037 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Reading Hospital LAB at Bernville 7169 Bernville RD Bernville, PA 19506-8624 | Services: <ul style="list-style-type: none"> Laboratory Draw Station (Outpatient) |



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| Locations of Care | Available Services |
|---|---|
| Reading Hospital LAB at Douglassville 957 Ben Franklin HWY Douglassville, PA 19518-1037 | Services: <ul style="list-style-type: none"> Laboratory Draw Station (Outpatient) |
| Reading Hospital LAB at Elverson 301 Darby SQ Elverson, PA 19520-9302 | Services: <ul style="list-style-type: none"> Laboratory Draw Station (Outpatient) |
| Reading Hospital Lab at Kenhorst 600 High BLVD Reading, PA 19607-2155 | Services: <ul style="list-style-type: none"> Laboratory Draw Station (Outpatient) |
| Reading Hospital LAB at Womelsdorf 2200 Conrad Weiser PKWY Womelsdorf, PA 19567-9001 | Services: <ul style="list-style-type: none"> Laboratory Draw Station (Outpatient) |
| Reading Hospital Lab Services at Kutztown 15050 Kutztown RD Kutztown, PA 19530-9275 | Services: <ul style="list-style-type: none"> Laboratory Draw Station (Outpatient) |
| Reading Hospital Neurology 2603 Keiser BLVD Suite 104 Reading, PA 19610-3341 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Reading Hospital Outpatient Behavioral Health Services 101 Wellness Way Reading, PA 19605-8900 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Single Specialty Practitioner (Outpatient) |
| Reading Hospital Outpatient Therapy 3701 Perkiomen Ave Reading, PA 19606-2714 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Reading Hospital Outpatient Therapy at Bernville 7189 Bernville RD Bernville, PA 19506-8624 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Reading Hospital Physical Therapy 1200 Rockland ST Reading, PA 19604 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|--|---|
| Reading Hospital Rehabilitation at Wyomissing 2802 Papermill RD Wyomissing, PA 19610-1065 | 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) • Outpatient Clinics (Outpatient) • Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization) • Sterile Medication Compounding (Inpatient) |
| Reading Hospital Weight Loss Surgery and Wellness Center 1220 Broadcasting RD, STE 100 Reading, PA 19610-3221 | Services: <ul style="list-style-type: none"> • Single Specialty Practitioner (Outpatient) |
| The Reading Hospital Lab at Berkshire Heights 950B N. Wyomissing BLVD Reading, PA 19610-1783 | Services: <ul style="list-style-type: none"> • Laboratory Draw Station (Outpatient) |
| The Reading Hospital at Spring Ridge 2603 Keiser Blvd Reading, PA 19610-3341 | 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 RD Reading, PA 19610-1993 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Reading Hospital Outpatient Therapy Services Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) |
| The Reading Hospital Imaging Center at Broadcasting Road 1320 Broadcasting RD Reading, PA 19610-3222 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Spring Ridge Cardiac Miller Heater CTR, STE 100 • Spring Ridge Cardiac Rehab, Suite 111 Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) |
| The Reading Hospital Lab & Imaging Services at Gateway 1020 Grings Hill RD 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 Leesport 5479 Pottsville Pike Leesport, PA 19533-8650 | Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) |



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| Locations of Care | Available Services |
|--|---|
| The Reading Hospital LAB at Exeter 4603 Perkiomen AVE Reading, PA 19606-3217 | Services: <ul style="list-style-type: none"> Laboratory Draw Station (Outpatient) |
| TRH Center for Mental Health at Wyomissing High School 630 Evans AVE Reading, PA 19610-2636 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |



2023 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.

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 |  |

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



2023 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: January 2021 - December 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 | Top Performer Threshold: | Average Rate: | Top Performer Threshold: | 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. | | 12 | 26% | 12 | 25% |
| 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. | 8% of 48 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. | 38% of 401 eligible Patients | 71% | 49% | 59% | 44% |
| Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate | The severe rate equals the number of patients with severe complications. | 5 per 1000 | 5 | 13 | 5 | 11 |

* This information can also be viewed at <https://hospitalcompare.io/>
 ---- Null value or data not displayed.

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