



# 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.



## Summary of Quality Information



### Symbol Key

-  This organization achieved the best possible results.
-  This organization's performance is better than the target range/value.
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-  This Measure is not applicable for this organization.
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### Footnote Key

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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.

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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	12/16/2023	12/15/2023	12/15/2023
 Heart Failure	Certification	2/16/2022	3/15/2024	3/15/2024

### 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	2023National Patient Safety Goals		 *
Hospital	2023National Patient Safety Goals		 *
Reporting Period: Jan 2022 - Dec 2022	National Quality Improvement Goals:		
	Perinatal Care	 <sup>2</sup>	 <sup>2</sup>



## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>Reading Hospital *</b> 420 S. 5th Ave. Reading, PA 19611-2143	<p><b>Joint Commission Advanced Certification Programs:</b></p> <ul style="list-style-type: none"> <li>Advanced Total Hip and Total Knee Replacement</li> <li>Primary Stroke Center</li> </ul> <p><b>Joint Commission Certified Programs:</b></p> <ul style="list-style-type: none"> <li>Asthma, Pediatrics</li> <li>Heart Failure</li> </ul> <p><b>Other Clinics/Practices located at this site:</b></p> <ul style="list-style-type: none"> <li>Apheresis R3E</li> <li>Cancer Infusion Center</li> <li>Center for Public Health</li> <li>Employee Health Services/Occupational Health Services</li> <li>Family Health Care Center</li> <li>Image Recovery Center</li> <li>Maternal Fetal Medicine</li> <li>Outpatient Nutrition Services, Suite 310</li> <li>Outpatient Services Clinic, A4</li> <li>Reading Hospital Gynecologic Oncology</li> <li>Reading Hospital Hematology Oncology</li> <li>Reading Hospital Imaging, Suite 365</li> <li>Reading Hospital Infectious Disease &amp; Travel Medicine, Suite</li> <li>Reading Hospital Laboratory Services, Suite 110</li> <li>Reading Hospital Neurology, Suite 210</li> <li>Reading Hospital Neurology, Suite 3020</li> <li>Reading Hospital Outpatient Behavioral Health Services, BLDG</li> <li>Reading Hospital Outpatient Pharmacy, Suite 300</li> <li>Reading Hospital Radiation Oncology</li> <li>Reading Hospital Internal Medicine Practice, Suite 340</li> <li>Womens Health Center</li> </ul> <p><b>Services:</b></p> <ul style="list-style-type: none"> <li>Brachytherapy (Imaging/Diagnostic Services)</li> <li>Breast Prostheses and Accessories</li> <li>Cardiac Catheterization Lab (Surgical Services)</li> <li>Cardiac Surgery (Surgical Services)</li> <li>Cardiothoracic Surgery (Surgical Services)</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>Non-Sterile Medication Compounding (Inpatient)</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>Orthopedic/Spine Unit (Inpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Pediatric Unit (Inpatient)</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>Prosthetics (Home Medical Equipment)</li> </ul>



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	<ul style="list-style-type: none"> <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 Unit (Inpatient)</li> <li>• Neurosurgery (Surgical Services)</li> <li>• Radiation Oncology (Imaging/Diagnostic Services)</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>• Ultrasound (Imaging/Diagnostic Services)</li> <li>• Urology (Surgical Services)</li> <li>• Vascular Surgery (Surgical Services)</li> </ul>
<b>Reading Hospital Children's Health Center</b> 206 S 6th Ave West Reading, PA 19611-1411	<b>Joint Commission Certified Programs:</b> <ul style="list-style-type: none"> <li>• Asthma, Pediatrics</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Reading Hospital Endocrinology &amp; Diabetes Center</b> 1001 Reed Ave STE 402 Wyomissing, PA 19610-2030	<b>Services:</b> <ul style="list-style-type: none"> <li>• Perform Invasive Procedure (Outpatient)</li> <li>• Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Reading Hospital Imaging and Laboratory at Hamburg</b> 31 Industrial DR Hamburg, PA 19526-8778	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Reading Hospital Miller Heart Center Cardiac Testing, STE 15</li> <li>• Reading Hospital Outpatient Therapy, STE 129</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Outpatient)</li> </ul>
<b>Reading Hospital Imaging Center at Exeter</b> 2 Hearthstone CT Reading, PA 19606-3037	<b>Services:</b> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Outpatient)</li> </ul>
<b>Reading Hospital LAB at Bernville</b> 7169 Bernville RD Bernville, PA 19506-8624	<b>Services:</b> <ul style="list-style-type: none"> <li>• Laboratory Draw Station (Outpatient)</li> </ul>



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





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Locations of Care	Available Services
<b>Reading Hospital Rehabilitation at Wyomissing</b> 2802 Papermill RD Wyomissing, PA 19610-1065	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• TRH Post Acute Rehab Therapy Services</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Inpatient Unit (Inpatient)</li> <li>• Neuro/Spine 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>Reading Hospital Weight Loss Surgery and Wellness Center</b> 1220 Broadcasting RD, STE 100 Reading, PA 19610-3221	<b>Services:</b> <ul style="list-style-type: none"> <li>• Single Specialty Practitioner (Outpatient)</li> </ul>
<b>The Reading Hospital Lab at Berkshire Heights</b> 950B N. Wyomissing BLVD Reading, PA 19610-1783	<b>Services:</b> <ul style="list-style-type: none"> <li>• Laboratory Draw Station (Outpatient)</li> </ul>
<b>The Reading Hospital at Spring Ridge</b> 2603 Keiser Blvd Reading, PA 19610-3341	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• The Reading Hospital Imaging Services at Spring Ridge</li> <li>• The Reading Hospital Laboratory Services at Spring Ridge</li> <li>• The Reading Hospital Wound Healing &amp; Hyperbaric Medicine Cen</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Outpatient)</li> </ul>
<b>The Reading Hospital at Wyomissing Plaza</b> 2101 State Hill RD Reading, PA 19610-1993	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Reading Hospital Outpatient Therapy Services</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Outpatient)</li> </ul>
<b>The Reading Hospital Imaging Center at Broadcasting Road</b> 1320 Broadcasting RD Reading, PA 19610-3222	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Spring Ridge Cardiac Miller Heater CTR, STE 100</li> <li>• Spring Ridge Cardiac Rehab, Suite 111</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Outpatient)</li> </ul>
<b>The Reading Hospital Lab &amp; Imaging Services at Gateway</b> 1020 Grings Hill RD Reading, PA 19608-8844	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Reading Hospital Physical Therapy</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Outpatient)</li> </ul>



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<b>The Reading Hospital Lab &amp; Imaging Services at Leesport</b> 5479 Pottsville Pike Leesport, PA 19533-8650	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>The Reading Hospital LAB at Exeter</b> 4603 Perkiomen AVE Reading, PA 19606-3217	<b>Services:</b> <ul style="list-style-type: none"> <li>Laboratory Draw Station (Outpatient)</li> </ul>
<b>TRH Center for Mental Health at Wyomissing High School</b> 630 Evans AVE Reading, PA 19610-2636	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>





## 2023 National Patient Safety Goals

### 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	✓

#### Symbol Key

- ✓ The organization has met the National Patient Safety Goal.
- ✗ The organization has not met the National Patient Safety Goal.
- N/A The Goal is not applicable for this organization.

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## 2023 National Patient Safety Goals

### 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	✓

#### Symbol Key

- ✓ The organization has met the National Patient Safety Goal.
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## National Quality Improvement Goals

Reporting Period: January 2022 - December 2022



### Symbol Key







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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				
		Nationwide		Statewide		
Measure	Explanation	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	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.	 6% of 31 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 415 eligible Patients	72%	50%	62%	46%
Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate	The severe rate equals the number of patients with severe complications.	 9 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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