Accreditation Quality Report

The Joint Commission

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

Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
Behavioral Health Care and Human Services	Accredited	2/17/2022	2/16/2022	2/16/2022
Home Care	Accredited	2/17/2022	2/16/2022	2/16/2022
Hospital	Accredited	2/19/2022	2/18/2022	2/18/2022

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

Hospital

Other Accredited Programs/Services

• Hospital (Accredited by American College of Surgeons-Commission on Cancer (ACoS-COC))

Special Quality Awards

2015 Hospital Magnet Award

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Behavioral Health Care and Human Services	**2022National Patient Safety Goals**	✓	N/A *
Home Care	**2022National Patient Safety Goals**	✓	N/A *
Hospital	**2022National Patient Safety Goals**	✓	N/A *
Reporting Period: Apr 2020 - Mar 2021	**National Quality Improvement Goals:** Perinatal Care	N/D 2	N/D 2

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

Locations of Care

* Primary Location

Locations of Care	Available Services
Care Health Services, Inc DBA: Shore Home Care 121 Federal Street Easton, MD 21601	**Services:** ● Home Health Aides ● Home Health, Non-Hospice Services ● Medical Social Services ● Occupational Therapy ● Physical Therapy ● Skilled Nursing Services ● Speech Language Pathology
Shore Health System, Inc * DBA: Univ of Maryland Shore Medical Center at Easton 219 South Washington Street Easton, MD 21601-2491	**Services:** ● Addiction Services/Adult) (Non-detox - Adult) ● Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult) ● Cardiac Catheterization Lab (Surgical Services) ● Chemical Dependency (Day Programs - Adult) (Non 24 Hour Care - Adult) (Partial Hospitalization - Adult) (Non-detox - Adult) ● CT Scanner (Imaging/Diagnostic Services) ● Dialysis Unit (Inpatient) ● Ear/Nose/Throat Surgery (Surgical Services) ● EEG/EKG/EMG Lab (Imaging/Diagnostic Services) ● Family Support (Non 24 Hour Care) ● Gastroenterology (Surgical Services) ● GI or Endoscopy Lab (Imaging/Diagnostic Services) ● Gynecological Surgery (Surgical Services) ● Hazardous Medication Compounding (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) ● 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) ● Peer Support (Non 24 Hour Care) ● Plastic Surgery (Surgical Services) ● Post Anesthesia Care Unit (PACU) (Inpatient) ● Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization) ● Sleep Laboratory (Sleep Laboratory) ● Sterile Medication Compounding (Inpatient) ● Surgical ICU (Intensive Care Unit) ● Teleradiology (Imaging/Diagnostic Services) ● Ultrasound (Imaging/Diagnostic Services) ● Urology (Surgical Services) ● Vascular Surgery (Surgical Services)

Locations of Care

* Primary Location

Locations of Care	Available Services
Shore Health System, Inc DBA: University of Maryland Shore Regional Health Cancer Center 509 Idlewild Avenue Easton, MD 21601-2491	**Services:** ● Administration of High Risk Medications (Outpatient) ● Outpatient Clinics (Outpatient)
Shore Health System, Inc. DBA: University of Maryland Shore Medical Center at Cambridge 715 Cambridge Marketplace Blvd Suite 2200 Cambridge, MD 21613	**Services:** ● Administration of Blood Product (Outpatient) ● Administration of High Risk Medications (Outpatient) ● Anesthesia (Outpatient) ● Behavioral Health (Day Programs - Adult) (Partial Hospitalization - Adult) ● Perform Invasive Procedure (Outpatient)
Shore Health System. Inc DBA: Univ of Maryland Shore Emergency Center at Queenstown 115 Shoreway Dr. Queenstown, MD 21658	**Services:** ● Administration of Blood Product (Outpatient) ● Administration of High Risk Medications (Outpatient) ● Anesthesia (Outpatient) ● Perform Invasive Procedure (Outpatient)

2022 National Patient Safety Goals

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

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	✓

2022 National Patient Safety Goals

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

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	✓

Quality Check®

2022 National Patient Safety Goals

Symbol Key 3

☑ 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.

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

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: April 2020 - March 2021

Measure Area	Explanation	Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Perinatal Care	This category of evidenced based measures assesses the care of mothers and newborns.	N/D 2	N/D 2

Measure	Explanation	Hospital Results	Compared to other Joint Commission Accredited Organizations			
			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.	➕ ----	16%	25%	19%	27%
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.	✔ 3% of 76 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.	✔ 47% of 916 eligible Patients	71%	50%	59%	46%
Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate	The moderate rate equals the number of patients with moderate complications.	➕ 877% of 798 eligible Patients	212%	1780%	1055%	1608%
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.	➕ 2380% of 798 eligible Patients	1508%	3084%	2049%	2893%

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

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

---- Null value or data not displayed.

National Quality Improvement Goals

Reporting Period: April 2020 - March 2021

		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.	N/D 2	N/D 2

			Compared to other Joint Commission Accredited Organizations			
			Nationwide		Statewide	
Measure	**Explanation**	**Hospital Results**	**Top 10% Scored at Least:**	**Average Rate:**	**Top 10% Scored at Least:**	**Average Rate:**
Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate	The severe rate equals the number of patients with severe complications.	➕ 1503% of 798 eligible Patients	501%	1303%	611%	1284%

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

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

----   Null value or data not displayed.