



# 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.
-  This organization's performance is similar to the target range/value.
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Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
 Behavioral Health Care	Accredited	2/28/2017	11/12/2019	11/12/2019
 Hospital	Accredited	3/4/2017	11/15/2019	12/27/2019

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

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	5/25/2018	5/24/2018	5/24/2018
 Ventricular Assist Device	Certification	5/23/2018	5/22/2018	5/22/2018

### Other Accredited Programs/Services

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

### Special Quality Awards

2015 Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Behavioral Health Care	2017National Patient Safety Goals		 *
Hospital	2017National Patient Safety Goals		 *



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### Compared to other Joint Commission Accredited Organizations

#### Nationwide

#### Statewide

### National Quality Improvement Goals:

Reporting Period:  
Jul 2018 -  
Jun 2019

Emergency Department

 <sup>2</sup>

 <sup>2</sup>

Perinatal Care

 <sup>2</sup>

 <sup>2</sup>



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## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>Advanced Heart Failure/Cardiology Faculty Practice</b> DBA: Advanced Heart Failure/Cardiology Faculty Practice 110 Irving St., NW, MHVI 1st Floor Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Burn Clinic</b> DBA: Burn Clinic 110 Irving St. NW, 3B55 Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Center for Breast Health</b> DBA: Center for Breast Health 106 Irving Street, NW Washington Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Center for Vascular Care</b> DBA: Center for Vascular Care 106 Irving St. NW POB 3600 North Washington, DC Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Colorectal</b> DBA: Colorectal 106 Irving Street, NW POB 2100 North Washington Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Dermatology-Chevy Chase</b> DBA: Dermatology-Chevy Chase 5530 Wisconsin Ave, Suite 730, Chevy Chase, MD 20815	<b>Services:</b> <ul style="list-style-type: none"> <li>Perform Invasive Procedure (Outpatient)</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Family Health Center Resident/Fellow Practice</b> DBA: Family Health Center Resident/Fellow Practice 110 Irving St. NW, 1A50 Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Hearing and Speech</b> DBA: Hearing and Speech 110 Irving St. NW, GA102, Washington, DC Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>



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<b>Infusion Washington Cancer Institute</b> DBA: Infusion Washington Cancer Institute 106 Irving St. NW Washington, DC 20010	<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>Perform Invasive Procedure (Outpatient)</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Medical Oncology/Hematology Washington Cancer Institute</b> DBA: Medical Oncology/Hematology Washington Cancer Institute 110 Irving St. NW. 2nd Floor WCI Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Medicine Subspecialty Practice</b> DBA: Medicine Subspecialty Practice 110 Irving St. NW, 1A50B Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>



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<b>MedStar Washington Hospital Center *</b> DBA: MedStar Washington Hospital Center 110 Irving St NW Washington, DC 20010	<b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Advanced Comprehensive Stroke Center</li> <li>Ventricular Assist Device</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult)</li> <li>Brachytherapy (Imaging/Diagnostic Services)</li> <li>Burn Unit (Inpatient)</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>Nuclear Pharmacy (Inpatient)</li> <li>Ophthalmology (Surgical Services)</li> <li>Orthopedic Surgery (Surgical Services)</li> <li>Orthopedic/Spine Unit (Inpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Peer Support (Non 24 Hour Care)</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>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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<b>MWHC Orthopedic Surgery</b> DBA: MWHC Orthopedic Surgery 106 Irving St., NW POB North 5000 Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>MWHC Psychiatry/OP Behavioral Health Services</b> DBA: MWHC Psychiatry/OP Behavioral Health Services 216 Michigan Avenue, NE 2nd floor Washington, DC 20017	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult) (Partial - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> </ul>
<b>National Center for Advanced Pelvic Surgery</b> DBA: National Center for Advanced Pelvic Surgery 106 Irving St. NW, POB 405South, Washington, DC 20010 Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>National Center for Advanced Pelvic Surgery</b> DBA: National Center for Advanced Pelvic Surgery 5410 Edson Lane , Suite 306, Rockville, MD 20852 Rockville, MD 20852	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Oncology Specialty Center Washington Cancer Institute;</b> DBA: Oncology Specialty Center Washington Cancer Institute; 110 Irving St. NW Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Perform Invasive Procedure (Outpatient)</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Oncology/Radiation Oncology</b> DBA: Oncology/Radiation Oncology 110 Irving St. NW, ground floor Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Oral and Maxillofacial Surgery</b> DBA: Oral and Maxillofacial Surgery 110 Irving St. NW, GA 144 Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Anesthesia (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>





## Locations of Care

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<b>Otolaryngology, Head &amp; Neck Surgery</b> DBA: Otolaryngology, Head & Neck Surgery 106 Irving Street 2700 Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Perinatal Center</b> DBA: Perinatal Center 106 Irving St. NW, POB 108South, Washington, DC Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Perinatal Center</b> DBA: Perinatal Center 110 Irving St. NW, 5B63 Washington, DC Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Physicians Office Building Radiology</b> DBA: Physicians Office Building Radiology 106 Irving Street, NW Washington Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Surgical Ambulatory Care Center</b> DBA: Surgical Ambulatory Care Center 110 Irving St. NW, GA48 Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Urology</b> DBA: Urology 106 Irving Street, NW, POB 315South Washington Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Vascular Access Clinic</b> DBA: Vascular Access Clinic 106 Irving St. NW, POB 419South, Washington, DC Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Vascular Lab</b> DBA: Vascular Lab 106 Irving St. NW, POB 3150North, Washington, DC Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Washington Hospital Center Eye Center</b> DBA: Washington Hospital Center Eye Center 110 Irving St. NW, 1A1 Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>



Locations of Care




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Locations of Care	Available Services
<b>Women's &amp; Infants Services Ob/Gyn Clinic</b> DBA: Women's & Infants Services Ob/Gyn Clinic 110 Irving St. NW, GAE3 Washington, DC 20010	<b>Services:</b> <ul style="list-style-type: none"><li>• Perform Invasive Procedure (Outpatient)</li><li>• Single Specialty Practitioner (Outpatient)</li></ul>







## 2017 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.

### 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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### 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: July 2018 - June 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>  407.00 minutes 621 eligible Patients	55.00	135.00	---- <sup>3</sup>	---- <sup>3</sup>



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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	Nationwide Top 10% Scored at Least:	Average Rate:	Statewide 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.	 94% of 34 eligible Patients	100%	98%	---- <sup>3</sup>	---- <sup>3</sup>
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 72 eligible Patients	0%	2%	---- <sup>3</sup>	---- <sup>3</sup>
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.	 39% of 370 eligible Patients	73%	52%	---- <sup>3</sup>	---- <sup>3</sup>



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