



# 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.
-  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.
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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 |
|--|------------------------|----------------|-----------------------|--------------------------|
|  Hospital   | Accredited             | 2/10/2024      | 7/1/2022              | 2/9/2024                 |
|  Laboratory | Accredited             | 12/21/2023     | 10/4/2023             | 12/20/2023               |

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





Pathology and Clinical Laboratory

Hospital

| Advanced Certification Programs  | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
|--|------------------------|----------------|-----------------------|--------------------------|
|  Primary Stroke Center         | Certification          | 11/11/2022     | 11/10/2022            | 11/10/2022               |
| Certified Programs   | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
|  Joint Replacement - Hip      | Certification          | 7/9/2022       | 7/8/2022              | 7/8/2022                 |
|  Joint Replacement - Knee     | Certification          | 7/9/2022       | 7/8/2022              | 7/8/2022                 |
|  Joint Replacement - Shoulder | Certification          | 1/13/2024      | 1/12/2024             | 1/12/2024                |
|  Spinal Fusion                | Certification          | 2/9/2023       | 2/8/2023              | 2/8/2023                 |
|  Stroke Rehabilitation        | Certification          | 9/14/2022      | 9/13/2022             | 9/13/2022                |

### 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))
- Laboratory ( Accredited by American Society for Histocompatibility and Immunogenetics (ASHI))

|  |  | Compared to other Joint Commission Accredited Organizations  |  |
|--|--|--|--|
|  |  | Nationwide   | Statewide  |
| Hospital                                 | <b>2024 National Patient Safety Goals</b>  |               |  *            |
|  | <b>National Quality Improvement Goals:</b> |  |  |
| Reporting Period:<br>Jan 2022 - Dec 2022 | Perinatal Care                             |  <sup>2</sup> |  <sup>2</sup> |



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Laboratory

**2023National Patient Safety Goals**

Compared to other Joint Commission Accredited Organizations

Nationwide

Statewide



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## Locations of Care

### \* Primary Location

| Locations of Care   | Available Services   |
|---|--|
| <b>Hanover Emergency Department</b><br>9275 Chamberlayne Road<br>Mechanicsville, VA 23116 | <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>• Anesthesia (Outpatient)</li> </ul> |



## Locations of Care

### \* Primary Location

| Locations of Care  | Available Services  |
|--|---|
| <b>Henrico Doctors' Hospital *</b><br>1602 Skipwith Road<br>Richmond, VA 23229 | <b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Primary Stroke Center</li> </ul> <b>Joint Commission Certified Programs:</b> <ul style="list-style-type: none"> <li>Spinal Fusion</li> </ul> <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Henrico Doctor's Surgery Center</li> <li>Sarah Cannon Cancer Institute</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Brachytherapy (Imaging/Diagnostic Services)</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>General Laboratory Tests</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>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>Orthopedic Surgery (Surgical Services)</li> <li>Outpatient Clinics (Outpatient)</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>Thoracic Surgery (Surgical Services)</li> <li>Toxicology</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> |



## Locations of Care

### \* Primary Location

| Locations of Care   | Available Services   |
|---|--|
| <p><b>Parham Doctors' Hospital - A Campus of Henrico Doctors' Hsp.</b><br/>7700 East Parham Road<br/>Richmond, VA 23294</p> | <p><b>Joint Commission Advanced Certification Programs:</b></p> <ul style="list-style-type: none"> <li>Primary Stroke Center</li> </ul> <p><b>Joint Commission Certified Programs:</b></p> <ul style="list-style-type: none"> <li>Joint Replacement - Hip</li> <li>Joint Replacement - Knee</li> <li>Joint Replacement - Shoulder</li> <li>Spinal Fusion</li> <li>Stroke Rehabilitation</li> </ul> <p><b>Other Clinics/Practices located at this site:</b></p> <ul style="list-style-type: none"> <li>Center for Emotional Growth Adult Partial Program</li> </ul> <p><b>Services:</b></p> <ul style="list-style-type: none"> <li>Addiction Services/Adult (Non-detox - Adult)</li> <li>Behavioral Health (Day Programs - Adult) (24-hour Acute Care/Crisis Stabilization - Adult) (Partial Hospitalization - Adult)</li> <li>Chemical Dependency (Day Programs - Adult) (24-hour Acute Care/Crisis Stabilization - Adult) (Partial Hospitalization - Adult) (Non-detox - Adult)</li> <li>CT Scanner (Imaging/Diagnostic Services)</li> <li>Ear/Nose/Throat Surgery (Surgical Services)</li> <li>EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li> <li>Gastroenterology (Surgical Services)</li> <li>General Laboratory Tests</li> <li>GI or Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>Gynecological Surgery (Surgical Services)</li> <li>Hazardous Medication Compounding (Inpatient)</li> <li>Inpatient Unit (Inpatient)</li> <li>Interventional Radiology (Imaging/Diagnostic Services)</li> <li>Magnetic Resonance Imaging (Imaging/Diagnostic Services)</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Neurosurgery (Surgical Services)</li> <li>Non-Sterile Medication Compounding (Inpatient)</li> <li>Nuclear Medicine (Imaging/Diagnostic 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>Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization)</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>Ultrasound (Imaging/Diagnostic Services)</li> <li>Urology (Surgical Services)</li> <li>Vascular Surgery (Surgical Services)</li> </ul> |





## Locations of Care

### \* Primary Location

| Locations of Care  | Available Services  |
|--|---|
|  | <ul style="list-style-type: none"> <li>Medical ICU (Intensive Care Unit)</li> <li>Neuro/Spine Unit (Inpatient)</li> </ul>   |
| <b>RETREAT DOCTORS' HOSPITAL</b><br>2621 GROVE AVE<br>Richmond, VA 23220                                       | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Toxicology</li> </ul>   |
| <b>Retreat Doctors' Hospital - A Campus of Henrico Doctors' Hsp</b><br>2621 Grove Avenue<br>Richmond, VA 23220 | <b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Primary Stroke Center</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult)</li> <li>Chemical Dependency (24-hour Acute Care/Crisis Stabilization - Adult) (Non-detox - Adult)</li> <li>CT Scanner (Imaging/Diagnostic Services)</li> <li>Ear/Nose/Throat Surgery (Surgical Services)</li> <li>EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li> <li>Gastroenterology (Surgical Services)</li> <li>General Laboratory Tests</li> <li>GI or Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>Gynecological Surgery (Surgical Services)</li> <li>Hazardous Medication Compounding (Inpatient)</li> <li>Inpatient Unit (Inpatient)</li> <li>Interventional Radiology (Imaging/Diagnostic Services)</li> <li>Magnetic Resonance Imaging (Imaging/Diagnostic Services)</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Medical ICU (Intensive Care Unit)</li> <li>Non-Sterile Medication Compounding (Inpatient)</li> <li>Nuclear Medicine (Imaging/Diagnostic Services)</li> <li>Orthopedic Surgery (Surgical Services)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Peer Support (Non 24 Hour Care)</li> <li>Plastic Surgery (Surgical Services)</li> <li>Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>Sterile Medication Compounding (Inpatient)</li> <li>Surgical ICU (Intensive Care Unit)</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> |





## 2024 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.
- ✗ The organization has not met the National Patient Safety Goal.
- N/A The Goal is not applicable for this organization.

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## National Quality Improvement Goals

Reporting Period: January 2022 - December 2022

Compared to other Joint  
Commission  
Accredited Organizations



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| 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.  | <br>----                         |  12 | 26%           |  12 | 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. | <br>0% of 73 eligible Patients   | 0%   | 2%            | 0%   | 2%            |
| 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.   | <br>53% of 464 eligible Patients | 72%  | 50%           | 64%  | 52%           |
| Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate | The severe rate equals the number of patients with severe complications.  | <br>10 per 1000                  | 5  | 13            | 7  | 12            |

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






## 2023 National Patient Safety Goals

### 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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