



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 1

- This organization achieved the best possible results.
- This organization's performance is above the target range/value.
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Footnote Key

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Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
Hospital	Accredited	11/14/2020	11/13/2020	4/8/2022

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
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Advanced Comprehensive Stroke Center	Certification	12/31/2020	12/30/2020	12/30/2020
Advanced Palliative Care	Certification	11/10/2021	11/9/2021	11/9/2021
Heart Failure	Certification	6/9/2021	6/8/2021	6/8/2021
Ventricular Assist Device	Certification	6/11/2021	6/10/2021	6/10/2021

Certified Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
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Acute Myocardial Infarction	Certification	6/12/2021	6/11/2021	6/11/2021
Joint Replacement - Hip	Certification	10/10/2020	10/9/2020	10/9/2020
Joint Replacement - Knee	Certification	10/10/2020	10/9/2020	10/9/2020

Special Quality Awards

2013 Top Performer on Key Quality Measures®
 2012 Top Performer on Key Quality Measures®
 2015 Hospital Magnet Award
 2015 Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
 2014 Magnet Award
 2014 ACS National Surgical Quality Improvement Program
 2013 Gold Get With The Guidelines - Heart Failure
 2013 Gold Get With The Guidelines - Stroke



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		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Hospital	2020National Patient Safety Goals		 *
Reporting Period: Apr 2020 - Mar 2021	National Quality Improvement Goals:		
	Perinatal Care	 ²	 ²



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



Bon Secours St. Mary's Hospital of Richmond Inc.

DBA: Bon Secours St. Mary's Hospital,
5801 Brema Road, Richmond, VA

Org ID: 6387



Locations of Care

* Primary Location

Locations of Care	Available Services
Bon Secours St. Mary's Hospital of Richmond DBA: St. Mary's Hospital Non-Invasive Cardiovascular 5875 BREMO RD STE 400A Richmond, VA 23226	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
Bon Secours St. Mary's Hospital of Richmond Inc. DBA: Bon Secours PET/CT Center at Reynolds 6605 West Broad Street, Suite A1 Richmond, VA 23230	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Bon Secours St. Mary's Hospital of Richmond Inc. DBA: Bon Secours St. Mary's Sleep Lab Center 5875 Brema Rd, MOB South, Suite 709, Richmond Richmond, VA 23226	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
Bon Secours St. Mary's Hospital of Richmond Inc. DBA: Pediatric Pulmonary Function Lab 5875 Brema Rd. STE 303 Richmond, VA 23226	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)



Locations of Care

* Primary Location

Locations of Care	Available Services
Bon Secours St. Mary's Hospital of Richmond Inc. * DBA: Bon Secours St. Mary's Hospital 5801 Bremon Road Richmond, VA 23226	<p>Joint Commission Advanced Certification Programs:</p> <ul style="list-style-type: none"> Advanced Comprehensive Stroke Center Advanced Palliative Care Heart Failure Ventricular Assist Device <p>Joint Commission Certified Programs:</p> <ul style="list-style-type: none"> Acute Myocardial Infarction Joint Replacement - Hip Joint Replacement - Knee <p>Other Clinics/Practices located at this site:</p> <ul style="list-style-type: none"> Bon Secours Advanced Heart Failure Center Cardiovascular Associates of Virginia Richmond Cardiology Associates Virginia Cardiovascular Specialists <p>Services:</p> <ul style="list-style-type: none"> Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult) Brachytherapy (Imaging/Diagnostic Services) Cardiac Catheterization Lab (Surgical Services) Cardiac Surgery (Surgical Services) Cardiothoracic Surgery (Surgical Services) Cardiovascular Unit (Inpatient) Chemical Dependency (24-hour Acute Care/Crisis Stabilization - Adult) (Detox - Adult) Coronary Care Unit (Inpatient) CT Scanner (Imaging/Diagnostic Services) Ear/Nose/Throat Surgery (Surgical Services) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Gastroenterology (Surgical Services) GI or Endoscopy Lab (Imaging/Diagnostic Services) Gynecological Surgery (Surgical Services) Gynecology (Inpatient) Hazardous Medication Compounding (Inpatient) Neuro/Spine 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) Plastic Surgery (Surgical Services) Positron Emission Tomography (PET) (Imaging/Diagnostic Services) Post Anesthesia Care Unit (PACU) (Inpatient) Radiation Oncology (Imaging/Diagnostic Services) Sleep Laboratory (Sleep Laboratory) Sterile Medication Compounding (Inpatient) Surgical ICU (Intensive Care Unit) Surgical Unit (Inpatient) Thoracic Surgery (Surgical Services) Ultrasound (Imaging/Diagnostic Services)



Bon Secours St. Mary's Hospital of Richmond Inc.

DBA: Bon Secours St. Mary's Hospital,
5801 Bremon Road, Richmond, VA

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Locations of Care

* Primary Location

Locations of Care	Available Services
	<ul style="list-style-type: none"> 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) Urology (Surgical Services) Vascular Surgery (Surgical Services)
Bon Secours St. Mary's Hospital of Richmond Inc. DBA: Bon Secours Patterson Avenue Family Practice 9600 Patterson Ave Henrico, VA 23229	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Bon Secours Patterson Ave. Sports Medicine and Physical Ther Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Outpatient Clinics (Outpatient)
Bon Secours St. Mary's Hospital of Richmond Inc. DBA: Cardiovascular Associates of Virginia 7001 Forest Ave Suite 200 Richmond, VA 23230	Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Single Specialty Practitioner (Outpatient)
Bon Secours St. Mary's Hospital of Richmond Inc. DBA: Bon Secours Commonwealth Internal Medicine Associates 9220 Forest Hill Ave Suite 1-A Richmond, VA 23235	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
Bon Secours St. Mary's Hospital of Richmond Inc. DBA: Bon Secours Wound Care Center 6900 Forest Avenue, Suite 115 Richmond, VA 23230	Services: <ul style="list-style-type: none"> Perform Invasive Procedure (Outpatient) Single Specialty Practitioner (Outpatient)
Bon Secours St. Mary's Hospital of Richmond Inc. DBA: Bon Secours Physical Therapy and Sports Performance 2401 W. Leigh Street, Suite 110 Richmond, VA 23220	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)



Bon Secours St. Mary's Hospital of Richmond Inc.

DBA: Bon Secours St. Mary's Hospital,
5801 Brema Road, Richmond, VA

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Locations of Care

* Primary Location

Locations of Care	Available Services
Bon Secours St. Mary's Hospital of Richmond Inc. DBA: St Marys Grove Avenue Imaging Center 2201 Grove Avenue Richmond, VA 23220	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
Bon Secours St. Mary's Hospital of Richmond Inc. DBA: Cardiovascular Associates of Virginia 11601 Ironbridge Road Chester, VA 23831	Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Single Specialty Practitioner (Outpatient)
Bon Secours St. Mary's Hospital of Richmond Inc. DBA: Cardiovascular Associates of Virginia 13700 St. Francis Boulevard Midlothian, VA 23114	Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Single Specialty Practitioner (Outpatient)
Bon Secours St. Mary's Hospital of Richmond Inc. DBA: Bon Secours Monument Internal Medicine 5855 Brema Road, Suite 102, MOB North Richmond, VA 23226	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Bon Secours St. Mary's Hospital of Richmond Inc. DBA: West End Internal Medicine 7001 Forest Avenue, Suite 2500 Richmond, VA 23230	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
Bon Secours St. Mary's Hospital of Richmond Inc. DBA: Bon Secours Cardiac Wellness Center 7001 Forest Avenue, Suite 101 Richmond, VA 23230	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
Bon Secours St. Mary's Hospital of Richmond Inc. DBA: Bon Secours Richmond-Off-site Reprocessing Center (ORC) 2521 Brittons Hill Rd, Richmond, VA 23230 Richmond, VA 23230	Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient)



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Locations of Care




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Locations of Care	Available Services
Bon Secours St. Mary's Hospital of Richmond Inc. DBA: Bon Secours St. Mary's Short Pump Emergency Center 12320 West Broad Street, Suite 100 Henrico, VA 23233	Services: <ul style="list-style-type: none"> Administration of Blood Product (Outpatient) Administration of High Risk Medications (Outpatient) Anesthesia (Outpatient) Perform Invasive Procedure (Outpatient)
Bon Secours St. Mary's Hospital of Richmond, Inc. DBA: Bon Secours St. Mary's Perinatal Center 5855 Brema Road, MOB North, Suite 306 Richmond, VA 23226	Services: <ul style="list-style-type: none"> Administration of Blood Product (Outpatient) Perform Invasive Procedure (Outpatient) Single Specialty Practitioner (Outpatient)
Bon Secours St. Mary's Hospital of Richmond, Inc. DBA: Bon Secours St. Mary's Women's Imaging Center 5875 Brema Road MOB South, Suite 105 Richmond, VA 23226	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Bon Secours St. Mary's Hospital of Richmond, Inc. DBA: Bon Secours St. Mary's Sleep Lab Center 13520 Hull Street Road, Harbour Pointe Midlothian, VA 23112	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
Bon Secours St. Mary's Hospital of Richmond, Inc. DBA: Bon Secours St. Mary's Hospital Lymphedema Clinic 5875 Brema Road, Suite 611 Richmond, VA 23226	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
Bon Secours St. Mary's Medication Management Clinic DBA: St. Mary's Medication Management Clinic 8555 Brema Rd. MOB North GF-1 Richmond, VA 23226	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)



2020 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.
-  The Goal is not applicable for this organization.

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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: April 2020 - March 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	Hospital Results	Compared to other Joint Commission Accredited Organizations			
			Nationwide	Average	Statewide	Average
			Top 10% Scored at Least:	Rate:	Top 10% Scored at Least:	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.	 0% of 101 eligible Patients	0%	2%	0%	0%
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.	 69% of 1151 eligible Patients	71%	50%	67%	52%
Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate	The moderate rate equals the number of patients with moderate complications.	 1019% of 1079 eligible Patients	212%	1780%	491%	1794%
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.	 1112% of 1079 eligible Patients	1508%	3084%	1263%	2942%



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

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National Quality Improvement Goals

Reporting Period: April 2020 - March 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	Hospital Results	Compared to other Joint Commission Accredited Organizations			
			Nationwide	Average Rate:	Statewide	Average Rate:
Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate	The severe rate equals the number of patients with severe complications.	 93% of 1079 eligible Patients	Top 10% Scored at Least:	1303%	Top 10% Scored at Least:	1148%



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