



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.

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.
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| Accreditation Programs | Accreditation Decision | Effective Date | Last Full Survey Date | Last On-Site Survey Date |
|------------------------|------------------------|----------------|-----------------------|--------------------------|
| Hospital | Accredited | 6/20/2015 | 6/19/2015 | 8/3/2015 |
| Laboratory | Accredited | 3/18/2016 | 3/22/2018 | 3/22/2018 |

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 |
|--------------------------------------|------------------------|----------------|-----------------------|--------------------------|
| Advanced Comprehensive Stroke Center | Certification | 8/24/2017 | 7/12/2017 | 7/12/2017 |
| Ventricular Assist Device | Certification | 6/9/2016 | 5/17/2016 | 5/17/2016 |

| Certified Programs | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
|---------------------------------------|------------------------|----------------|-----------------------|--------------------------|
| Chronic Obstructive Pulmonary Disease | Certification | 5/28/2016 | 5/27/2016 | 5/27/2016 |
| Coronary Artery Bypass Graft | Certification | 7/12/2016 | 7/11/2016 | 7/11/2016 |

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

2014 ACS National Surgical Quality Improvement Program

2013 Gold Plus Get With The Guidelines - Stroke

2012 Gold Get With The Guidelines - Heart Failure

| Compared to other Joint Commission Accredited Organizations | | |
|---|-----------------------------------|-----------|
| | Nationwide | Statewide |
| Hospital | 2015National Patient Safety Goals | * |



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| | | Compared to other Joint Commission Accredited Organizations | |
|--|---|--|--|
| | | Nationwide | Statewide |
| Reporting Period: Jul 2016 - Jun 2017 | National Quality Improvement Goals: | | |
| | Emergency Department |  ² |  ² |
| | Hospital-Based Inpatient Psychiatric Services |  ² |  ² |
| | Immunization |  ² |  ² |
| | Perinatal Care |  ² |  ² |
| Laboratory | 2016 National Patient Safety Goals |  |  * |



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Locations of Care

* Primary Location

| Locations of Care | Available Services |
|---|--|
| Mission Hospital, Inc 5 Medical Park Drive Asheville, NC 28803 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Asheville Surgery Center Asheville Surgery Center Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Ambulatory Surgery Center (Outpatient) Anesthesia (Outpatient) General Laboratory Tests Perform Invasive Procedure (Outpatient) |
| Mission Hospital, Inc 11 Vanderbilt Park Drive Asheville, NC 28803 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Huff Therapy Mission Child Safety Mission Children's Clinic Mission Pediatric Audiology Mission Pediatric Endocrinology Mission Pediatric Genetics Mission Pediatric GI Mission Pediatric Orthopedics Mission Pediatric Pulmonary Mission Pediatric Sedation Suite Mission Pediatric Surgery Mission Radiology at Reuters Olson Huff Center Pediatric Community Transition Pediatric Neurology Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Anesthesia (Outpatient) General Laboratory Tests Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |
| Mission Hospital, Inc 360 Hospital Drive Clyde, NC 28721 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Asheville Orthopedic Associates Carolina Spine and Neurosurgery Center Mission Wound Healing Wound Healing Center Services: <ul style="list-style-type: none"> General Laboratory Tests Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |



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| Locations of Care | Available Services |
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| Mission Hospital, Inc 21 Hospital Drive Asheville, NC 28801 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Cancer Care Western North Carolina • Mission Cancer Care Multidisciplinary Clinic • Mission Hospital PET Center • Mission Hospital PET Center • Mission Hospital Radiation Therapy • Mission Outpatient Infusion Center • Mission Outpatient Infusion/Radiation Therapy • Pediatric Hematology/Oncology Services: <ul style="list-style-type: none"> • Administration of Blood Product (Outpatient) • Administration of High Risk Medications (Outpatient) • Anesthesia (Outpatient) • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient) |
| Mission Hospital, Inc 1388 Sand Hill Road Candler, NC 28715 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Mission Radiology Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) |
| Mission Hospital, Inc 100 Ridgefield Court Asheville, NC 28816 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Hope Women's Cancer Center • Mission Outpatient Infusion at Hope • Mission Radiology at Hope • Mission Women's Radiology Services: <ul style="list-style-type: none"> • Administration of High Risk Medications (Outpatient) • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient) |
| Mission Hospital, Inc 5 Vanderbilt Park Drive Asheville, NC 28803 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Mission Cardiovascular Diagnostics - Peds • Mission Cardiovascular Diagnostics - Adult • Mission Heart Path and Heart Path ICR • Mission Outpatient Heart Path • Mission Sleep Lab Services: <ul style="list-style-type: none"> • General Laboratory Tests • Outpatient Clinics (Outpatient) |



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| Mission Hospital, Inc 1 Hospital Dr Asheville, NC 28801 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Anticoagulation Clinic • Anticoagulation, Diabetes and Health Education • Diabetes Clinic • Mission Outpatient Behavioral Health • Mission Radiology at Ortho-Trauma Clinic • Mission Wound Healing and Hyperbaric Center Services: <ul style="list-style-type: none"> • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient) |
| Mission Hospital, Inc 2 Medical Park Dr. Asheville, NC 28803 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • WNC Breastfeeding Center Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) |
| Mission Hospital, Inc 100 Victoria Drive Asheville, NC 28801 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Mission Radiology Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) |
| Mission Hospital, Inc 7 Vanderbilt Park Dr Asheville, NC 28803 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Mission Interventional Spine • Mission Radiology Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient) |
| Mission Hospital, Inc 691 Blythe Street Hendersonville, NC 28739 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Mission Cardiovascular Diagnostics Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) |
| Mission Hospital, Inc 9 Vanderbilt Park Dr. Asheville, NC 28803 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Fullerton Genetics • Pediatric Palliative Care Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient) |



Locations of Care

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| Locations of Care | Available Services |
|---|---|
| Mission Hospital, Inc. 310 Long Shoals Rd. Arden, NC 28704 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Mission Radiology at Biltmore Park • Mission Vein Treatment at Biltmore Park Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient) |
| Mission Hospital, Inc. 534 Biltmore Ave. Asheville, NC 28801-4601 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Mission Breast Center • Mission Breast Center Services: <ul style="list-style-type: none"> • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient) |
| Mission Hospital, Inc. 2695 Hendersonville Rd. Arden, NC 28704-8576 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Mission Breast Center at Pardee • Mission Spine Center Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient) |
| Mission Hospital, Inc. 2 Town Square Blvd. Ste. 110 Asheville, NC 28803 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Mission Breast Center - Biltmore Park Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) |



Locations of Care

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| Locations of Care | Available Services |
|--|--|
| Mission Hospitals, Inc. * 509 Biltmore Avenue Asheville, NC 28801 | Joint Commission Advanced Certification Programs: <ul style="list-style-type: none"> Advanced Comprehensive Stroke Center Ventricular Assist Device Joint Commission Certified Programs: <ul style="list-style-type: none"> Chronic Obstructive Pulmonary Disease Coronary Artery Bypass Graft Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Advanced Cardiac Care Clinic Services: <ul style="list-style-type: none"> Brachytherapy (Imaging/Diagnostic Services) Cardiac Catheterization Lab (Surgical Services) Cardiac Surgery (Surgical Services) Cardiothoracic Surgery (Surgical Services) Cardiovascular Unit (Inpatient) Coronary Care Unit (Inpatient) CT Scanner (Imaging/Diagnostic Services) Dialysis Unit (Inpatient) Ear/Nose/Throat Surgery (Surgical Services) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Gastroenterology (Surgical Services) General Laboratory Tests GI or Endoscopy Lab (Imaging/Diagnostic Services) Gynecological Surgery (Surgical Services) Gynecology (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 ICU (Intensive Care Unit) Neuro/Spine Unit (Inpatient) Neurosurgery (Surgical Services) 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) Post Anesthesia Care Unit (PACU) (Inpatient) Surgical ICU (Intensive Care Unit) Surgical Unit (Inpatient) Teleradiology (Imaging/Diagnostic Services) Thoracic Surgery (Surgical Services) Ultrasound (Imaging/Diagnostic Services) |



Locations of Care




* Primary Location

| Locations of Care | Available Services |
|--|--|
| Mission Hospitals, Inc. 428 Biltmore Avenue Asheville, NC 28801 | Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult) (24-hour Acute Care/Crisis Stabilization - Adult/Child/Youth) (Partial - Adult) Brachytherapy (Imaging/Diagnostic Services) CT Scanner (Imaging/Diagnostic Services) Gastroenterology (Surgical Services) General Laboratory Tests GI or Endoscopy Lab (Imaging/Diagnostic Services) Gynecological Surgery (Surgical Services) Hematology/Oncology Unit (Inpatient) Inpatient Unit (Inpatient) Interventional Radiology (Imaging/Diagnostic Services) Magnetic Resonance Imaging (Imaging/Diagnostic Services) Medical /Surgical Unit (Inpatient) Medical ICU (Intensive Care Unit) Ophthalmology (Surgical Services) Peer Support (Non 24 Hour Care) Post Anesthesia Care Unit (PACU) (Inpatient) Surgical ICU (Intensive Care Unit) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth) Ultrasound (Imaging/Diagnostic Services) Urology (Surgical Services) Vascular Surgery (Surgical Services) |
| Mission Hospital, Inc. 222 Asheland Ave Asheville, NC 28801 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Mission Intervention and Vascular Center Mission Vascular and Interventional Clinic Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Anesthesia (Outpatient) General Laboratory Tests Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |



















2015 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.

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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 |  |
| Use Alarms Safely | 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 2016 - June 2017

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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. |  2 |  2 |

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. |  2 142.00 minutes 506 eligible Patients | 55.00 | 131.00 | 56.42 | 125.16 |
| Median Time from ED Arrival to ED Departure for Admitted ED Patients | The amount of time (in minutes) from the time the patient arrives in the Emergency Department until the patient is admitted as an inpatient into the hospital. |  2 300.00 minutes 509 eligible Patients | 204.00 | 317.00 | 229.32 | 315.37 |



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Compared to other Joint Commission Accredited Organizations

| Measure Area | Explanation | Nationwide | Statewide |
|---|---|--|--|
| Hospital-Based Inpatient Psychiatric Services | This category of evidenced based measures assesses the overall quality of care given to psychiatric patients. |  ² |  ² |

Compared to other Joint Commission Accredited Organizations

| 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: |
| Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Overall Rate | This measure reports the overall number of patients screened for violence risk to self and others, substance and alcohol use, psychological trauma history and patient strengths. Screening for violence risk to self determines if patients are likely to harm themselves. Screening for violence risk to others determines if patients are likely to harm others. Screening for substance and alcohol use determines if patients need help for their use. Screening for psychological trauma history determines if patients have experienced terrible events in their lives which have left them fearful or anxious and unable to handle their feelings. Screening for patient strengths identifies positive things such as family support, a steady job, housing, etc. which are used to help the patient recover. |  69% of 790 eligible Patients | 100% | 95% | 100% | 95% |



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| Hospital-Based Inpatient Psychiatric Services | This category of evidenced based measures assesses the overall quality of care given to psychiatric patients. | 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: |
| Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Children (1-12 years) | This measure reports the number of children age (1-12 years) screened for violence risk to self and others, substance and alcohol use, psychological trauma history and patient strengths. Screening for violence risk to self determines if patients are likely to harm themselves. Screening for violence risk to others determines if patients are likely to harm others. Screening for substance and alcohol use determines if patients need help for their use. Screening for psychological trauma history determines if patients have experienced terrible events in their lives which have left them fearful or anxious and unable to handle their feelings. Screening for patient strengths identifies positive things such as family support, a steady job, housing, etc. which are used to help the patient recover. | 88% of 181 eligible Patients | 100% | 97% | ---- ³ | ---- ³ |



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Compared to other Joint Commission Accredited Organizations

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|--|---|---|-------------------------------------|---------------|------------------------------------|-------------------|
| | | Hospital Results | Nationwide Top 10% Scored at Least: | Average Rate: | Statewide Top 10% Scored at Least: | Average Rate: |
| Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Adolescent (13-17 years) | This measure reports the number of adolescent age (13-17 years) screened for violence risk to self and others, substance and alcohol use, psychological trauma history and patient strengths. Screening for violence risk to self determines if patients are likely to harm themselves. Screening for violence risk to others determines if patients are likely to harm others. Screening for substance and alcohol use determines if patients need help for their use. Screening for psychological trauma history determines if patients have experienced terrible events in their lives which have left them fearful or anxious and unable to handle their feelings. Screening for patient strengths identifies positive things such as family support, a steady job, housing, etc. which are used to help the patient recover. | 62% of 199 eligible Patients | 100% | 96% | ---- ³ | ---- ³ |



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Compared to other Joint Commission Accredited Organizations

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|---|---|---|-------------------------------------|---------------|------------------------------------|---------------|
| | | Hospital Results | Nationwide Top 10% Scored at Least: | Average Rate: | Statewide Top 10% Scored at Least: | Average Rate: |
| Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Adult (18-64 years) | This measure reports the number of adults age (18-64 years) screened for violence risk to self and others, substance and alcohol use, psychological trauma history and patient strengths. Screening for violence risk to self determines if patients are likely to harm themselves. Screening for violence risk to others determines if patients are likely to harm others. Screening for substance and alcohol use determines if patients need help for their use. Screening for psychological trauma history determines if patients have experienced terrible events in their lives which have left them fearful or anxious and unable to handle their feelings. Screening for patient strengths identifies positive things such as family support, a steady job, housing, etc. which are used to help the patient recover. | 59% of 249 eligible Patients | 100% | 95% | 100% | 96% |



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Compared to other Joint Commission Accredited Organizations

| Measure Area | Explanation | Nationwide | Statewide |
|---|---|--------------|--------------|
| Hospital-Based Inpatient Psychiatric Services | This category of evidenced based measures assesses the overall quality of care given to psychiatric patients. | ² | ² |

Compared to other Joint Commission Accredited Organizations

| Measure | Explanation | Compared to other Joint Commission Accredited Organizations | | | | |
|--|---|---|--------------------------|---------------|--------------------------|---------------|
| | | Hospital Results | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Older Adult (≥ 65 years) | This measure reports the number of older adult (≥ 65 years) screened for violence risk to self and others, substance and alcohol use, psychological trauma history and patient strengths. Screening for violence risk to self determines if patients are likely to harm themselves. Screening for violence risk to others determines if patients are likely to harm others. Screening for substance and alcohol use determines if patients need help for their use. Screening for psychological trauma history determines if patients have experienced terrible events in their lives which have left them fearful or anxious and unable to handle their feelings. Screening for patient strengths identifies positive things such as family support, a steady job, housing, etc. which are used to help the patient recover. | 73% of 161 eligible Patients | 100% | 95% | 100% | 95% |



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National Quality Improvement Goals

Reporting Period: July 2016 - June 2017

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Compared to other Joint Commission Accredited Organizations

| Measure | Explanation | Compared to other Joint Commission Accredited Organizations | | | | |
|--|---|---|--------------------------|---------------|--------------------------|-------------------|
| | | Hospital Results | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Multiple Antipsychotic Medications at Discharge with Appropriate Justification Overall Rate | This is a proportion measure. A proportion measure is a measure which shows the number of occurrences over the entire group within which the occurrence should take place. The numerator is expressed as a subset of the denominator. This measure reports the overall number of patients discharged on two or more antipsychotic medications. Antipsychotic medications are a group of drugs used to treat psychosis. Psychosis is a mental illness that markedly interferes with a person's capacity to meet life's everyday demands. | 92% of 25 eligible Patients | 100% | 61% | 100% | 88% |
| Multiple Antipsychotic Medications at Discharge with Appropriate Justification Children Age 1 - 12 | This measure reports the number of patients age 1 through 12 years discharged on two or more antipsychotic medications for which there was an appropriate justification. Antipsychotic medications are a group of drugs used to treat psychosis. Psychosis is a mental illness that markedly interferes with a person's capacity to meet life's everyday demands. Appropriate justifications include previous attempts to control psychosis with one antipsychotic medication, a plan to reduce the number of antipsychotic medications to one antipsychotic medication or the addition of an antipsychotic medication when the patient is also being treated with Clozapine. | ⁴ ---- | 100% | 53% | ---- ³ | ---- ³ |



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| Measure Area | Explanation | Nationwide | Statewide |
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| Hospital-Based Inpatient Psychiatric Services | This category of evidenced based measures assesses the overall quality of care given to psychiatric patients. |  ² |  ² |

Compared to other Joint Commission Accredited Organizations

| Measure | Explanation | Compared to other Joint Commission Accredited Organizations | | | | |
|--|--|--|--------------------------|---------------|--------------------------|-------------------|
| | | Hospital Results | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Multiple Antipsychotic Medications at Discharge with Appropriate Justification Adolescents Age 13 - 17 | This measure reports the number of patients age 13 through 17 years discharged on two or more antipsychotic medications for which there was an appropriate justification. Antipsychotic medications are a group of drugs used to treat psychosis. Psychosis is a mental illness that markedly interferes with a person's capacity to meet life's everyday demands. Appropriate justifications include previous attempts to control psychosis with one antipsychotic medication, a plan to reduce the number of antipsychotic medications to one antipsychotic medication or the addition of an antipsychotic medication when the patient is also being treated with Clozapine. |  ⁴ ---- | 100% | 54% | ---- ³ | ---- ³ |



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Compared to other Joint Commission Accredited Organizations

| Measure Area | Explanation | Nationwide | Statewide |
|---|---|--|--|
| Hospital-Based Inpatient Psychiatric Services | This category of evidenced based measures assesses the overall quality of care given to psychiatric patients. |  ² |  ² |

Compared to other Joint Commission Accredited Organizations

| Measure | Explanation | Compared to other Joint Commission Accredited Organizations | | | | |
|---|--|--|--------------------------|---------------|--------------------------|---------------|
| | | Hospital Results | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Multiple Antipsychotic Medications at Discharge with Appropriate Justification Adults Age 18 - 64 | This measure reports the number of patients age 18 through 64 years discharged on two or more antipsychotic medications for which there was an appropriate justification. Antipsychotic medications are a group of drugs used to treat psychosis. Psychosis is a mental illness that markedly interferes with a person's capacity to meet life's everyday demands. Appropriate justifications include previous attempts to control psychosis with one antipsychotic medication, a plan to reduce the number of antipsychotic medications to one antipsychotic medication or the addition of an antipsychotic medication when the patient is also being treated with Clozapine. |  94% of 17 eligible Patients | 100% | 62% | 100% | 89% |



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| Measure Area | Explanation | Nationwide | Statewide |
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| Hospital-Based Inpatient Psychiatric Services | This category of evidenced based measures assesses the overall quality of care given to psychiatric patients. | ² | ² |

Compared to other Joint Commission Accredited Organizations

| Measure | Explanation | Compared to other Joint Commission Accredited Organizations | | | | |
|--|---|---|--------------------------|---------------|--------------------------|---------------|
| | | Hospital Results | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Multiple Antipsychotic Medications at Discharge with Appropriate Justification Older Adults Age 65 and Older | This measure reports the number of patients age 65 and older discharged on two or more antipsychotic medications for which there was an appropriate justification. Antipsychotic medications are a group of drugs used to treat psychosis. Psychosis is a mental illness that markedly interferes with a person's capacity to meet life's everyday demands. Appropriate justifications include previous attempts to control psychosis with one antipsychotic medication, a plan to reduce the number of antipsychotic medications to one antipsychotic medication or the addition of an antipsychotic medication when the patient is also being treated with Clozapine. | 100% of 5 eligible Patients | 100% | 56% | 100% | 83% |
| Hours of Physical Restraint Use per 1000 Patient Hours - Overall Rate | This measure reports the total hours patients were kept in physical restraints for every 1,000 hours of patient care. Physical restraint is any manual method or physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, body or head freely when it is used as a restriction to manage a patient's behavior or restrict the patient's freedom of movement and is not a standard treatment for the patient's medical or psychiatric condition. | 0.13 (123 Total Hours in Restraint) | N/A | 0.52 | N/A | 0.16 |



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Compared to other Joint Commission Accredited Organizations

| Measure | Explanation | Compared to other Joint Commission Accredited Organizations | | | | |
|---|--|---|--------------------------|---------------|--------------------------|-------------------|
| | | Hospital Results | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Hours of Physical Restraint Use Children Age 1 - 12 | This measure reports the number of hours patients age 1 through 12 years were kept in physical restraints for every 1,000 hours of patient care. Physical restraint is any manual method or physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, body or head freely when it is used as a restriction to manage a patient's behavior or restrict the patient's freedom of movement and is not a standard treatment for the patient's medical or psychiatric condition. | 0.22 (16 Total Hours in Restraint) | N/A | 0.31 | ---- ³ | ---- ³ |
| Hours of Physical Restraint Use Adolescents Age 13 - 17 | This measure reports the number of hours patients age 13 through 17 years were kept in physical restraints for every 1,000 hours of patient care. Physical restraint is any manual method or physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, body or head freely when it is used as a restriction to manage a patient's behavior or restrict the patient's freedom of movement and is not a standard treatment for the patient's medical or psychiatric condition. | 0.06 (8 Total Hours in Restraint) | N/A | 0.26 | ---- ³ | ---- ³ |



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Compared to other Joint Commission Accredited Organizations

| Measure | Explanation | Hospital Results | Compared to other Joint Commission Accredited Organizations | | | |
|---|--|--|---|---------------|--------------------------|---------------|
| | | | Nationwide | Average Rate: | Statewide | Average Rate: |
| | | | Top 10% Scored at Least: | | Top 10% Scored at Least: | |
| Hours of Physical Restraint Use Adults Age 18 - 64 | This measure reports the number of hours patients age 18 through 64 years were kept in physical restraints for every 1,000 hours of patient care. Physical restraint is any manual method or physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, body or head freely when it is used as a restriction to manage a patient's behavior or restrict the patient's freedom of movement and is not a standard treatment for the patient's medical or psychiatric condition. | 0.17 (98 Total Hours in Restraint) | N/A | 0.62 | N/A | 0.15 |
| Hours of Physical Restraint Use Older Adults Age 65 and Older | This measure reports the number of hours patients age 65 and older were kept in physical restraints for every 1,000 hours of patient care. Physical restraint is any manual method or physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, body or head freely when it is used as a restriction to manage a patient's behavior or restrict the patient's freedom of movement and is not a standard treatment for the patient's medical or psychiatric condition. | 0.01 (1 Total Hours in Restraint) | N/A | 0.15 | N/A | 0.02 |
| Hours of Seclusion Use per 1000 Patient Hours - Overall Rate | This measure reports the total hours patients were kept in seclusion for every 1,000 hours of patient care. Seclusion is the involuntary confinement of a patient alone in a room or an area where the patient is physically prevented from leaving. | 0.19 (174 Total Hours in Seclusion) | N/A | 0.39 | N/A | 0.14 |



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| Measure Area | Explanation | Nationwide | Statewide |
|---|---|--|--|
| Hospital-Based Inpatient Psychiatric Services | This category of evidenced based measures assesses the overall quality of care given to psychiatric patients. |  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: |
| | | | Top 10% Scored at Least: | | Top 10% Scored at Least: | |
| Hours of Seclusion Use Children Age 1 - 12 | This measure reports the number of hours patients age 1 through 12 years were kept in seclusion for every 1,000 hours of patient care. Seclusion is the involuntary confinement of a patient alone in a room or an area where the patient is physically prevented from leaving. |  1.40 (99 Total Hours in Seclusion) | N/A | 0.54 | ---- ³ | ---- ³ |
| Hours of Seclusion Use Adolescents Age 13 - 17 | This measure reports the number of hours patients age 13 through 17 years were kept in seclusion for every 1,000 hours of patient care. Seclusion is the involuntary confinement of a patient alone in a room or an area where the patient is physically prevented from leaving. |  0.03 (4 Total Hours in Seclusion) | N/A | 0.22 | ---- ³ | ---- ³ |
| Hours of Seclusion Use Adults Age 18 - 64 | This measure reports the number of hours patients age 18 through 64 years were kept in seclusion for every 1,000 hours of patient care. Seclusion is the involuntary confinement of a patient alone in a room or an area where the patient is physically prevented from leaving. |  0.12 (71 Total Hours in Seclusion) | N/A | 0.45 | N/A | 0.15 |
| Hours of Seclusion Use Older Adults Age 65 and Older | This measure reports the number of hours patients age 65 and older were kept in seclusion for every 1,000 hours of patient care. Seclusion is the involuntary confinement of a patient alone in a room or an area where the patient is physically prevented from leaving. |  0.00 (0 Total Hours in Seclusion) | N/A | 0.05 | N/A | 0.02 |



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Compared to other Joint Commission Accredited Organizations

| Measure Area | Explanation | Nationwide | Statewide |
|--------------|--|---|---|
| Immunization | This evidence-based prevention measure set assesses immunization activity for pneumonia and influenza. |  2 |  2 |

Compared to other Joint Commission Accredited Organizations

| Measure | Explanation | | | | | |
|------------------------|---|---|-------------------------------------|---------------|------------------------------------|---------------|
| | | Hospital Results | Nationwide Top 10% Scored at Least: | Average Rate: | Statewide Top 10% Scored at Least: | Average Rate: |
| Influenza Immunization | This prevention measure addresses acute care hospitalized inpatients age 6 months and older who were screened for seasonal influenza immunization status and were vaccinated prior to discharge if indicated. |  92% of 554 eligible Patients | 100% | 94% | 100% | 95% |



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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 | Nationwide | | Statewide | |
|-------------------------------|---|---|--------------------------|---------------|--------------------------|---------------|
| | | | Top 10% Scored at Least: | Average Rate: | 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. |  100% of 23 eligible Patients | 100% | 98% | 100% | 98% |
| 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 38 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. |  66% of 406 eligible Patients | 74% | 52% | 69% | 46% |



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2016 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.

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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