

Quality Check®

Org ID: 6468

Accreditation Quality Report





Version: 4 Date: 8/12/2021 509 Biltmore Avenue, Asheville, NC

Org ID: 6468

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.

Symbol Key

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Not displayed

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updated data.

10. Test Measure: a measure being

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individual data elements or awaiting

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Footnote Key

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MH Mission Hospital, LLLP

DBA: Mission Hospital,

509 Biltmore Avenue, Asheville, NC Org ID: 6468







Summary of Quality Information

Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
Hospital	Accredited	4/28/2018	4/27/2018	12/3/2019
Laboratory	Accredited	9/11/2020	9/10/2020	9/10/2020

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	v Last On-Site Review Date
Advanced Comprehensive Stroke Center	Certification	9/28/2019	9/27/2019	9/27/2019
Ventricular Assist Device	Certification	4/14/2021	4/13/2021	4/13/2021

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

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

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Hospital	2019National Patient Safety Goals	Ø	*
	National Quality Improvement Goals:		
Reporting Period:	Emergency Department	№ 2	(II) 2
Jan 2019 - Dec 2019	Hospital-Based Inpatient Psychiatric Services	ND ²	1 2
	Perinatal Care	ND 2	(ND) 2

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

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509 Biltmore Avenue, Asheville, NC



Laboratory





Summary of Quality Information

2020National Patient Safety Goals

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Org ID: 6468

Nationwide

Statewide

Ø

N/A *

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509 Biltmore Avenue, Asheville, NC







Locations of Care

* Primary Location

Locations of Care

MH Mission Hospital,

DBA: Mission Hospital 509 Biltmore Avenue Asheville, NC 28801

Available Services

Joint Commission Advanced Certification Programs:

- Advanced Comprehensive Stroke Center
- Ventricular Assist Device

Other Clinics/Practices located at this site:

- Advance Cardiac Care Clinic
- Advanced Cardiac Care Clinic

Services:

- 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)
- 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)

Org ID: 6468

- Neuro/Spine ICU (Intensive Care Unit)
- Neuro/Spine Unit (Inpatient)
- Neurosurgery (Surgical Services)
- Non-Sterile Medication Compounding (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)
- Post Anesthesia Care Unit (PACU) (Inpatient)
- Sterile Medication Compounding (Inpatient)
- Surgical ICU (Intensive Care Unit)
- Surgical Unit (Inpatient)
- Teleradiology (Imaging/Diagnostic Services)
- Thoracic Surgery (Surgical Services)
- Ultrasound (Imaging/Diagnostic Services)
- Urology (Surgical Services)
- Vascular Surgery (Surgical Services)

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509 Biltmore Avenue, Asheville, NC







Locations of Care

Locations of Care	Available Services
Mission Hospital, LLLP 5 Medical Park Drive Asheville, NC 28803	Other Clinics/Practices located at this site:
Mission Hospital, LLLP	Other Clinics/Practices located at this site:
11 Vanderbilt Park Drive Asheville, NC 28803	 Mission Child Safety Mission Children's Radiology Mission Hospital Pediatric GI Mission Huff Therpay Mission Olson Huff Center Practice Mission Pediatric Procedure Suite Mission Pediatric Procedure Suite Mission Pediatric Pulmonology Mission Pediatric Surgery Pediatric Community Transition
	Services:
	 Administration of High Risk Medications (Outpatient) Anesthesia (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Mission Hospital, LLLP	Other Clinics/Practices located at this site:
360 Hospital Drive Clyde, NC 28721	 Asheville Orthopedics Clyde PSA Carolina Spine and Neurosurgery PSA Mission Wound Center Clyde Mission Wound Healing Center-Clyde
	Services:
	 General Laboratory Tests Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Mission Hospital, LLLP	Other Clinics/Practices located at this site:
21 Hospital Drive Asheville, NC 28801	 Mission Hospital PET and Radiology Mission Hospital PET/CT Center Mission Hospital Radiation Therapy Mission Outpatient Infusion Mission Pediatric Hematology and Oncology
	Services:
	Administration of Blood Product (Outpatient) Administration of High Risk Administration of High Risk High Risk Sterile Medication Compounding (Outpatient)

Medications (Outpatient)

Anesthesia (Outpatient)General Laboratory Tests

Compounding (Outpatient)

Outpatient Clinics (Outpatient)

• Perform Invasive Procedure

(Outpatient)

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Locations of Care

* Driver of Leasting	
* Primary Location Locations of Care	Available Services
Mission Hospital, LLLP 100 Ridgefield Court Asheville, NC 28816	Other Clinics/Practices located at this site: • Hope Women's Cancer Center PSA • Mission Outpatient Infusion at Hope • Mission Radiology at Hope • Mission's Outpatient Radiology at Hope Services: • Administration of High Risk Medications (Outpatient) • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
Mission Hospital, LLLP 5 Vanderbilt Park Drive Asheville, NC 28803	Other Clinics/Practices located at this site:
Mission Hospital, LLLP 1 Hospital Dr Asheville, NC 28801	Other Clinics/Practices located at this site:
Mission Hospital, LLLP 2 Medical Park Dr. Asheville, NC 28803	Other Clinics/Practices located at this site: • Mission Breastfeeding Center Services: • Outpatient Clinics (Outpatient)
Mission Hospital, LLLP 534 Biltmore Ave. Asheville, NC 28801-4601	Other Clinics/Practices located at this site: • Mission Breast Center • Mission Breast Center Services: • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)

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Locations of Care

Locations of Care	Available Services
Mission Hospital, LLLP 2695 Hendersonville Rd. Arden, NC 28704-8576	Other Clinics/Practices located at this site: • Mission Spine Center • Mission Spine Center Services: • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
Mission Hospital, LLLP 2 Town Square Blvd. Ste. 110 Asheville, NC 28803	Other Clinics/Practices located at this site: • Mission Breast Center Services: • Outpatient Clinics (Outpatient)
Mission Hospital, LLLP 9 Vanderbilt Park Dr. Asheville, NC 28803	Other Clinics/Practices located at this site: • Fullerton Genetics Services: • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
Mission Hospital, LLLP 310 Long Shoals Rd. Arden, NC 28704	Other Clinics/Practices located at this site: • Mission Radiology at Biltmore Park • Mission Vein Treatment Services: • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
Mission Hospital, LLLP 7 Vanderbilt Park Dr Asheville, NC 28803	Other Clinics/Practices located at this site: • Mission Interventional Spine • Mission MRI • Mission Outpatient MRI • Mission Pain Center Services: • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
Mission Hospital, LLLP 691 Blythe Street Hendersonville, NC 28739	Other Clinics/Practices located at this site: • Mission Cardiovascular Diagnostics Services: • Outpatient Clinics (Outpatient)

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Locations of Care

*	Primary	/ Location
	I IIIIIIIII)	Location

Locations of Care	Available Services	
Mission Hospitals, LLLP 428 Biltmore Avenue Asheville, NC 28801	Other Clinics/Practices located at this site: • Mission Hyperbaric Chamber Services: • Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult/Child/Youth) • Community Integration (Non 24 Hour Care) • Family Support (Non 24 Hour Care) • General Laboratory Tests	
Mission Hosptial, LLLP 222 Asheland Ave Asheville, NC 28801	Other Clinics/Practices located at this site: • Mission Intervention and Vascular • Mission Vascular and Interventional Clinic Services: • Administration of High Risk Medications (Outpatient) • Anesthesia (Outpatient) • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)	

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re Avenue, Asheville, NC Org ID: 6468







2019 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.

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

Hospital

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	Ø
	Eliminating Transfusion Errors	Ø
Improve the effectiveness of communication among caregivers.	Timely Reporting of Critical Tests and Critical Results	Ø
Improve the safety of using medications.	Labeling Medications	Ø
	Reducing Harm from Anticoagulation Therapy	Ø
	Reconciling Medication Information	8 8
Reduce the harm associated with clinical alarm systems.	Use Alarms Safely on Medical Equipment	Ø
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	Ø
	Preventing Infections that are difficult to treat	Ø
	Preventing Central-Line Associated Blood Stream Infections	<u> </u>
	Preventing Surgical Site Infections	Ø
	Preventing Catheter-Associated Urinary Tract Infection	Ø
The organization identifies safety risks inherent in its patient population.	Identifying Individuals at Risk for Suicide	Ø
Universal Protocol	Conducting a Pre-Procedure Verification Process	Ø
	Marking the Procedure Site	Ø
	Performing a Time-Out	Ø

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MH Mission Hospital, LLLP

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National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

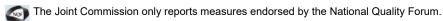
Commission		
Accredited Organizations		
Nationwide	Statewide	
№ 2	(ND) 2	

Compared to other Joint

Org ID: 6468

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
	Co	Compared to other Joint Commission	

		Compared to other Joint Commission Accredited Organizations				
		1	Nationwide		State	ewide
Measure	Explanation	Hospital Results	Top 10% Scored at Most:	Weighte d Median:	Top 10% Scored at Most:	Weighte d 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.	149.00 minutes 597 eligible Patients	55.00	133.00	52.84	126.26



This information can also be viewed at www.hospitalcompare.hhs.gov Null value or data not displayed.

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National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

Compared to other Joint **Accredited Organizations** Measure Area Nationwide Statewide Explanation Hospital-Based This category of evidenced based measures assesses the **№** 2 Inpatient Psychiatric overall quality of care given to psychiatric patients. Services

				other Joint ed Organiz	ations	
		1	Nationwide		State	ewide
Measure	Explanation	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 - 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.	91% of 708 eligible Patients	100%	95%	100%	94%

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possible results This organization's performance is

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Services





National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

Accredited Organizations Measure Area Nationwide Statewide Explanation Hospital-Based This category of evidenced based measures assesses the **№** 2 Inpatient Psychiatric overall quality of care given to psychiatric patients.

		Cor	npared to o Accredit	other Joint ed Organiz		n
		١	wide			
Measure	Explanation	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 - 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	96% of 144 eligible Patients	100%	96%	3	3

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Compared to other Joint

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509 Biltmore Avenue, Asheville, NC







National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

Compared to other Joint

Org ID: 6468

		Accredited O	rganizations
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

		Соі	npared to o	other Joint ed Organiz		on
		N	lationwide		State	wide
Measure	Explanation	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 - 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.	91% of 151 eligible Patients	100%	96%	3	3

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Measure Area

Services

Hospital-Based

Inpatient Psychiatric





National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

Compared to other Joint
Commission
Accredited Organizations
Nationwide Statewide

Org ID: 6468

Explanation

This category of evidenced based measures assesses the overall quality of care given to psychiatric patients.

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		Соі	mpared to o	other Joint ed Organiz		n
		١	Nationwide			wide
Measure	Explanation	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 - 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.	88% of 282 eligible Patients	100%	95%	100%	97%

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National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

Compared to other Joint Commission

Accredited Organizations

Nationwide Statewide

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Org ID: 6468

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

		Coi	mpared to o	other Joint	Commissio	on
			Accredit	ed Organiz	ations	
		Nationwide Sta		State	ewide	
Measure	Explanation	Hospital		Average	Top 10%	
		Results		Rate:		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	Results 92% of 131 eligible Patients	Scored at Least:	95%	scored at Least:	98%
	such as family support, a steady job, housing, etc. which are used to help the patient recover.					

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National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

		Col	mpared to c			on
				ed Organiz		
Measure	Explanation	Hospital	Nationwide	Avorago	Top 10%	ewide
Weasure	Explanation	Results	Scored	Rate:	Scored	Rate:
		. 1554.15	at Least:		at Least:	. 10.10
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 persons capacity to meet lifes everyday demands.	84% of 32 eligible Patients	100%	63%	100%	90%
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 medication or the addition of an antipsychotic medication or the addition when the patient is also being treated with Clozapine.	3	100%	47%	3	3

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Compared to other Joint

DBA: Mission Hospital,

509 Biltmore Avenue, Asheville, NC







National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

Measure Area

Explanation

Measure Area

Explanation

Nationwide

Statewide

This category of evidenced based measures assesses the Inpatient Psychiatric Services

This category of care given to psychiatric patients.

		Cor	npared to o	other Joint ed Organiz		n	
		١	lationwide			ewide	
Measure	Explanation	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 medication or the addition of an antipsychotic medication or the addition of an antipsychotic medication being treated with Clozapine.	100% of 4 eligible Patients	100%	48%	3	3	

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National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

Measure Area

Explanation

Measure Area

Explanation

Nationwide

Statewide

This category of evidenced based measures assesses the Inpatient Psychiatric Services

This category of evidenced based measures assesses the overall quality of care given to psychiatric patients.

		Cor	npared to o	other Joint ed Organiz		n
		١	lationwide			ewide
Measure	Explanation	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 medication or the addition of an antipsychotic medication or the addition when the patient is also being treated with Clozapine.	76% of 17 eligible Patients	100%	65%	100%	91%

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National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

Compared to other Joint **Accredited Organizations** Measure Area Nationwide Statewide Explanation Hospital-Based This category of evidenced based measures assesses the **№** 2 Inpatient Psychiatric overall quality of care given to psychiatric patients. Services

Services						
		Compared to other Joint Commission Accredited Organizations				
		Nationwide Statewid			ewide	
Measure	Explanation	Hospital		Average	Top 10%	
		Results	Scored	Rate:	Scored	Rate:
			at Least:		at Least:	
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 medication to one antipsychotic medication or the addition of an antipsychotic medication when the patient is also being treated with Clozapine.	91% of 11 eligible Patients	100%	56%	100%	94%
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.	0.05 (41 Total Hours in Restraint)	N/A	0.48	N/A	0.10

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509 Biltmore Avenue, Asheville, NC

Org ID: 6468

Compared to other Joint







National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

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.

		Compared to other Joint Commission Accredited Organizations				
		N	lationwide		State	ewide
Measure	Explanation	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.	0.08 (6 Total Hours in Restraint)	N/A	0.40	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.	0.04 (5 Total Hours in Restraint)	N/A	0.29	3	3

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National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

Measure Area

Explanation

Measure Area

Explanation

Nationwide

Statewide

This category of evidenced based measures assesses the Inpatient Psychiatric Services

This category of evidenced based measures assesses the overall quality of care given to psychiatric patients.

		Compared to other Joint Commission Accredited Organizations				on
		Nationwide Statewid				wide
Measure	Explanation	Hospital	Top 10%	Average	Top 10%	
	<u> </u>	Results	Scored	Rate:	Scored	Rate:
			at Least:		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.	0.05 (28 Total Hours in Restraint)	N/A	0.56	N/A	0.09
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.	0.03 (3 Total Hours in Restraint)	N/A	0.09	N/A	0.04
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.	0.17 (143 Total Hours in Seclusion)	N/A	0.40	N/A	0.10

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Compared to other Joint

DBA: Mission Hospital,

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National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

Accredited Organizations Measure Area Nationwide Statewide Explanation Hospital-Based This category of evidenced based measures assesses the **№** 2 Inpatient Psychiatric overall quality of care given to psychiatric patients. Services

		Compared to other Joint Commission Accredited Organizations				
		Nationwide Statewide				
Measure	Explanation	Hospital		Average	Top 10%	
		Results	Scored	Rate:	Scored	Rate:
			at Least:		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.	1.41 (96 Total Hours in Seclusion)	N/A	0.69	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.	0.08 (10 Total Hours in Seclusion)	N/A	0.21	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.	0.07 (38 Total Hours in Seclusion)	N/A	0.45	N/A	0.11
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	0.08	N/A	0.00

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Compared to other Joint

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National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

Commission

Org ID: 6468

Compared to other Joint

		Accredited C	rganizations
Measure Area	Explanation	Nationwide	Statewide
Perinatal Care	This category of evidenced based measures assesses the care of mothers and newborns.	№ 2	№ 2
	Con	nnared to other loi	nt Commission

		Compared to other Joint Commission				
		Accredited Organizations				
		١	Nationwide			ewide
Measure	Explanation	Hospital	Top 10%	Average	Top 10%	Average
		Results	Scored	Rate:	Scored	Rate:
			at Least:		at Least:	
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 27 eligible Patients	100%	98%	100%	99%
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.	⊕	12%	25%	12%	23%
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 42 eligible Patients	0%	2%	0%	1%
Exclusive Breast Milk Feeding Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate	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. The moderate rate equals the number of patients with moderate complications.	70% of 371 eligible Patients 10 3982.00 minutes 2988 eligible Patients	73%	51%	70%	45%

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National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

Measure Area Explanation Nationwide Statewide

Perinatal Care This category of evidenced based measures assesses the care of mothers and newborns.

		Compared to other Joint Commission Accredited Organizations Nationwide Statewide				
Measure	Explanation	Hospital Results	Top 10% Scored at Least:	Average Rate:	Top 10% Scored at Least:	Average Rate:
Unexpected Complications in Term Newborns per 1000 livebirths - 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.	5923.00 minutes 2988 eligible Patients				
Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate	The severe rate equals the number of patients with severe complications.	1941.00 minutes 2988 eligible				

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2020 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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Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	Ø
Improve the effectiveness of communication among caregivers.	Timely Reporting of Critical Tests and Critical Results	Ø
Reduce the risk of health care-associated infections	Meeting Hand Hygiene Guidelines	Ø