



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.
- This organization's performance is similar to the target range/value.
- This organization's performance is below the target range/value.
- This Measure is not applicable for this organization.
- Not displayed

Footnote Key

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2. The Measure Set does not have an overall result.
3. The number of patients is not enough for comparison purposes.
4. The measure meets the Privacy Disclosure Threshold rule.
5. The organization scored above 90% but was below most other organizations.
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11. There were no eligible patients that met the denominator criteria.

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

| Accreditation Programs | Accreditation Decision | Effective Date | Last Full Survey Date | Last On-Site Survey Date |
|------------------------|------------------------|----------------|-----------------------|--------------------------|
| Hospital | Accredited | 10/23/2021 | 10/22/2021 | 10/22/2021 |
| 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 | 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

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



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



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|---|--|
| MH Mission Hospital, LLLP * DBA: Mission Hospital 509 Biltmore Avenue Asheville, NC 28801 | Joint Commission Advanced Certification Programs: <ul style="list-style-type: none"> Advanced Comprehensive Stroke Center Ventricular Assist Device Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Advance Cardiac Care Clinic 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) 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) 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) |



Locations of Care

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|--|--|
| Mission Hospital, LLLP 5 Medical Park Drive Asheville, NC 28803 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Asheville Surgery Center Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Ambulatory Surgery Center (Outpatient) Anesthesia (Outpatient) Perform Invasive Procedure (Outpatient) |
| Mission Hospital, LLLP 11 Vanderbilt Park Drive Asheville, NC 28803 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Mission Child Safety Mission Children's Radiology Mission Hospital Pediatric GI Mission Huff Therapy Mission Olson Huff Center Practice Mission Pediatric Audiology Mission Pediatric Endocrinology Mission Pediatric Neurology Mission Pediatric Orthopedics Mission Pediatric Procedure Suite Mission Pediatric Pulmonology Mission Pediatric Surgery Pediatric Community Transition Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Anesthesia (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |
| Mission Hospital, LLLP 360 Hospital Drive Clyde, NC 28721 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Asheville Orthopedics Clyde PSA Carolina Spine and Neurosurgery PSA Mission Wound Center Clyde Mission Wound Healing Center-Clyde Services: <ul style="list-style-type: none"> General Laboratory Tests Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |
| Mission Hospital, LLLP 21 Hospital Drive Asheville, NC 28801 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Mission Hospital PET and Radiology Mission Hospital PET/CT Center Mission Hospital Radiation Therapy Mission Outpatient Infusion Mission Pediatric Hematology and Oncology Services: <ul style="list-style-type: none"> Administration of Blood Product (Outpatient) Administration of High Risk Medications (Outpatient) Anesthesia (Outpatient) General Laboratory Tests Hazardous Medication Compounding (Outpatient) High Risk Sterile Medication Compounding (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |



Locations of Care

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|---|---|
| Mission Hospital, LLLP 100 Ridgefield Court Asheville, NC 28816 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Hope Women's Cancer Center PSA • Mission Outpatient Infusion at Hope • Mission Radiology at Hope • Mission's Outpatient Radiology at Hope 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, LLLP 5 Vanderbilt Park Drive Asheville, NC 28803 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Mission Cardiovascular Diagnostics • Mission Heart Path • Mission Hospital OP Heart Services • Mission Sleep Lab Services: <ul style="list-style-type: none"> • General Laboratory Tests • Outpatient Clinics (Outpatient) |
| Mission Hospital, LLLP 1 Hospital Dr Asheville, NC 28801 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Anti-Coagulation Clinic • Anticoagulation Clinic • Mission Hospital SATU • Mission Outpatient Behavioral Health • Mission Radiology (OrthoTrauma) • Mission SATU • Mission Wound Center Services: <ul style="list-style-type: none"> • Behavioral Health (Day Programs - Adult) (Partial Hospitalization - Adult) • General Laboratory Tests • Outpatient Clinics (Outpatient) • Peer Support (Non 24 Hour Care) • Perform Invasive Procedure (Outpatient) |
| Mission Hospital, LLLP 2 Medical Park Dr. Asheville, NC 28803 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Mission Breastfeeding Center Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) |
| Mission Hospital, LLLP 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) |



Locations of Care

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| Locations of Care | Available Services |
|--|---|
| Mission Hospital, LLLP 2695 Hendersonville Rd. Arden, NC 28704-8576 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Mission Spine Center • Mission Spine Center Services: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Mission Breast Center Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) |
| Mission Hospital, LLLP 9 Vanderbilt Park Dr. Asheville, NC 28803 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Fullerton Genetics Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient) |
| Mission Hospital, LLLP 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 Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient) |
| Mission Hospital, LLLP 7 Vanderbilt Park Dr Asheville, NC 28803 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Mission Interventional Spine • Mission MRI • Mission Outpatient MRI • Mission Pain Center Services: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Mission Cardiovascular Diagnostics Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) |



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|--|---|
| Mission Hospitals, LLLP 428 Biltmore Avenue Asheville, NC 28801 | Other Clinics/Practices located at this site: <ul style="list-style-type: none">Mission Hyperbaric Chamber Services: <ul style="list-style-type: none">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 TestsOutpatient Clinics (Outpatient)Peer Support (Non 24 Hour Care)Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth) |
| Mission Hospital, LLLP 222 Asheland Ave Asheville, NC 28801 | Other Clinics/Practices located at this site: <ul style="list-style-type: none">Mission Intervention and VascularMission Vascular and Interventional Clinic Services: <ul style="list-style-type: none">Administration of High Risk Medications (Outpatient)Anesthesia (Outpatient)General Laboratory TestsOutpatient Clinics (Outpatient)Perform Invasive Procedure (Outpatient) |



2021 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.

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 |  |
| 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

Symbol Key 2

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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: |
| 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. | 26% of 284 eligible Patients | 16% | 25% | 17% | 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. | 3% of 33 eligible Patients | 0% | 2% | 0% | 2% |
| Exclusive Breast Milk Feeding | This measure reports the overall number of newborns who are exclusively breast milk fed during the newborns entire hospitalization. Exclusive breast milk feeding is when a newborn receives only breast milk and no other liquids or solids except for drops or syrups consisting of vitamins, minerals, or medicines. | 63% of 390 eligible Patients | 71% | 50% | 64% | 44% |
| Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate | The moderate rate equals the number of patients with moderate complications. | 2574% of 2719 eligible Patients | 212% | 1780% | 389% | 1662% |
| 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. | 4597% of 2719 eligible Patients | 1508% | 3084% | 1681% | 2848% |



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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. | 2022% of 2719 eligible Patients | Top 10% Scored at Least: | 1303% | Top 10% Scored at Least: | 1186% |



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2020 National Patient Safety Goals

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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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