



# Accreditation Quality Report





Welcome to the Joint Commission's Quality Report. We know how important reliable information is to you and your family when making health care decisions. This Quality Report will help you make the right decisions to meet your needs. Since 1951, the Joint Commission has been the national leader in setting standards for health care organizations. When a health care organization seeks accreditation, it demonstrates commitment to giving safe, high quality health care and to continually working to improve that care.

The Quality Report is only one way to determine whether a health care organization can meet your needs. Discuss this report with your doctor or with other professional acquaintances before making a care decision. In addition to the accreditation status of the organization, the Quality Report uses checks, pluses, and minuses in each of the following key areas to help you compare a health care organization with similar accredited organizations.

- National Patient Safety Goals - safety guidelines that target the prevention of medical errors such as surgery on the wrong side of the body and safe medication use.
- National Quality Improvement Goals - measures the care of patients with specific conditions such as heart failure or pregnancy.

Not all measures are relevant to or available for all types of health care organizations. The Joint Commission will add relevant measures of health care quality as more measures become available. Your comments are just as important to us. The content and format of the Quality Report will be updated from time to time based on changes in the health care industry and your suggestions. Please call Customer Service at 630-792-5800 or e-mail the Joint Commission at [qualityreport@jointcommission.org](mailto:qualityreport@jointcommission.org) with your comments and suggestions.

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.
-  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

1. The Measure or Measure Set was not reported.
2. The Measure Set does not have an overall result.
3. The number of patients is not enough for comparison purposes.
4. The measure meets the Privacy Disclosure Threshold rule.
5. The organization scored above 90% but was below most other organizations.
6. The Measure results are not statistically valid.
7. The Measure results are based on a sample of patients.
8. The number of months with Measure data is below the reporting requirement.
9. The measure results are temporarily suppressed pending resubmission of updated data.
10. Test Measure: a measure being evaluated for reliability of the individual data elements or awaiting National Quality Forum Endorsement.
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
 Behavioral Health Care	Accredited	8/17/2016	7/10/2019	7/10/2019
 Home Care	Accredited	8/18/2016	7/12/2019	7/12/2019
 Hospital	Preliminary Denial of Accreditation	7/18/2019	7/17/2019	7/17/2019







#### The following standard(s) were found to be out of compliance:

- A pharmacist reviews the appropriateness of all medication orders for medications to be dispensed in the hospital.
- A time-out is performed before the procedure.
- Before the hospital discharges or transfers a patient, it informs and educates the patient about his or her follow-up care, treatment, and services.
- Building and fire protection features are designed and maintained to minimize the effects of fire, smoke, and heat.
- Entries in the medical record are authenticated.
- Reduce the risk for suicide. Note: EPs 2–7 apply only to patients in psychiatric hospitals and patients being evaluated or treated for behavioral health conditions as their primary reason for care in general hospitals.
- Resuscitation services are available throughout the hospital.
- Staff are competent to perform their responsibilities.
- The hospital assesses and manages the patient's risks for falls.
- The hospital assesses and manages the patient's pain and minimizes the risks associated with treatment.
- The hospital assesses and reassesses its patients.
- The hospital assesses the needs of patients who receive psychosocial services to treat alcoholism or other substance use disorders.
- The hospital assesses the patient who may be a victim of possible abuse and neglect.
- The hospital conducts fire drills.
- The hospital defines and verifies staff qualifications.
- The hospital designs and manages the physical environment to comply with the Life Safety Code.
- The hospital establishes and maintains a safe, functional environment. Note: The environment is constructed, arranged, and maintained to foster patient safety, provide facilities for diagnosis and treatment, and provide for special services appropriate to the needs of the community.
- The hospital has a reliable emergency electrical power source.
- The hospital has policies and procedures that guide and support patient care, treatment, and services.
- The hospital honors the patient's right to give or withhold informed consent.
- The hospital implements its infection prevention and control plan.
- The hospital inspects, tests, and maintains emergency power systems. Note: This standard does not require hospitals to have the types of emergency power equipment discussed below. However, if these types of equipment exist within the building, then the following maintenance, testing, and inspection requirements apply.



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- The hospital inspects, tests, and maintains medical gas and vacuum systems. Note: This standard does not require hospitals to have the medical gas and vacuum systems discussed below. However, if a hospital has these types of systems, then the following inspection, testing, and maintenance requirements apply.
- The hospital inspects, tests, and maintains utility systems. Note: At times, maintenance is performed by an external service. In these cases, hospitals are not required to possess maintenance documentation but must have access to such documentation during survey and as needed.
- The hospital maintains complete and accurate medical records for each individual patient.
- The hospital maintains fire safety equipment and fire safety building features. Note: This standard does not require hospitals to have the types of fire safety equipment and building features described below. However, if these types of equipment or features exist within the building, then the following maintenance, testing, and inspection requirements apply.
- The hospital maintains the integrity of the means of egress.
- The hospital maintains the security and integrity of health information.
- The hospital makes food and nutrition products available to its patients.
- The hospital manages fire risks.
- The hospital manages medical equipment risks.
- The hospital manages risks associated with its utility systems.
- The hospital manages risks related to hazardous materials and waste.
- The hospital plans the patient's care.
- The hospital provides and maintains building features to protect individuals from the hazards of fire and smoke.
- The hospital provides and maintains fire alarm systems.
- The hospital provides and maintains systems for extinguishing fires.
- The hospital provides care to the patient after operative or other high-risk procedures and/or the administration of moderate or deep sedation or anesthesia.
- The hospital provides care, treatment, and services for each patient.
- The hospital provides the patient with care before initiating operative or other high-risk procedures, including those that require the administration of moderate or deep sedation or anesthesia.
- The hospital reduces the risk of infections associated with medical equipment, devices, and supplies.
- The hospital safely administers medications.
- The hospital safely stores medications.
- The patient's medical record documents operative or other high-risk procedures and the use of moderate or deep sedation or anesthesia.

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

Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS)


Homecare Specialists, UNC Hospitals

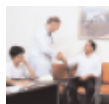
4400 Emperor Blvd., suite 100, Durham, NC. 27703

Hospital

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

Ventricular Assist Device

Advanced Certification Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
 Advanced Comprehensive Stroke Center	Certification	2/13/2019	2/12/2019	2/12/2019



## Summary of Quality Information

 Ventricular Assist Device    Certification    11/28/2018    11/27/2018    11/27/2018







### Other Accredited Programs/Services

- Hospital ( Accredited by American College of Surgeons-Commission on Cancer (ACoS-COC))
- Laboratory ( Accredited by American Society for Histocompatibility and Immunogenetics (ASHI))

### Special Quality Awards

- 2014 Top Performer on Key Quality Measures®
- 2015 Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
- 2014 Gold Plus Get With The Guidelines - Stroke


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		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Behavioral Health Care	2016National Patient Safety Goals		 *
	2017National Patient Safety Goals		 *
Hospital	2019National Patient Safety Goals		 *
National Quality Improvement Goals:			
Reporting Period: Jan 2018 - Dec 2018	Emergency Department	 <sup>2</sup>	 <sup>2</sup>
	Immunization	 <sup>2</sup>	 <sup>2</sup>
	Perinatal Care	 <sup>2</sup>	 <sup>2</sup>



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





## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>Alcohol &amp; Substance Abuse Program, UNC Hospitals</b> 1101 Weaver Dairy Road, Suite 103 Chapel Hill, NC 27514	<b>Services:</b> <ul style="list-style-type: none"> <li>Chemical Dependency (Non 24 Hour Care - Adult/Child/Youth) (Non-detox - Adult)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>
<b>Alcohol and Drug Detoxification Center at Wakebrook, UNC Hospitals</b> Suite A, 107 Sunnybrook Rd. Raleigh, NC 27610	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Residential Care - Adult)</li> <li>Case Management (Non 24 Hour Care - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Family Support (Non 24 Hour Care)</li> </ul>
<b>Ambulatory Care Clinics, UNC Hospitals</b> 102 Mason Farm Rd. Chapel Hill, NC 27514	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>ACC Orthopaedic Radiology, UNC Hospitals</li> <li>ACC Physical Therapy, UNC Hospitals</li> <li>ACC Radiology, UNC Hospitals</li> <li>Hand Rehabilitation Center, UNC Hospitals</li> <li>Kidney Specialty and Transplant Clinic, UNC Hospitals</li> <li>McLendon Lab, UNC Hospitals</li> <li>Outpatient Pharmacy, UNC Hospitals</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Ambulatory Surgical Center, UNC Hospitals</b> 102 Mason Farm Road Chapel Hill, NC 27514	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of Blood Product (Outpatient)</li> <li>Administration of High Risk Medications (Outpatient)</li> <li>Ambulatory Surgery Center (Outpatient)</li> <li>Anesthesia (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Benign Hematology Clinic, UNC Hospitals</b> 6013 Farrington Road, Suite 201 Chapel Hill, NC 27517	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Burlington Imaging and Breast Center, UNC Hospitals</b> 1225 Huffman Mill Road, Suite 201 Burlington, NC 27215	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Cardiac Rehabilitation, UNC Hospitals</b> Meadowmont Village, 100 Sprunt Street Chapel Hill, NC 27517	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Carolina Pointe II Orthopaedic Radiology, UNC Hospitals</b> 6011 Farrington Rd, Suite 201, Rooms 204A & 204B Chapel Hill, NC 27517	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>



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<b>Carolina Pointe II Radiology, UNC Hospitals</b> 6013 Farrington Road, Suite 102 Chapel Hill, NC 27517	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Diabetes &amp; Endocrinology Clinic at Meadowmont, UNC Hospitals</b> 300 Meadowmont Village Circle, Suite 202 Chapel Hill, NC 27517	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Endoscopy Center at Meadowmont, UNC Hospitals</b> 300 Meadowmont Village, Suite 335 Chapel Hill, NC 27517	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Ambulatory Surgery Center (Outpatient)</li> <li>Anesthesia (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Facility Based Crisis at Wakebrook, UNC Health Care</b> 107 Sunnybrook Rd., Suite A Raleigh, NC 27610	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>UNC Hospital at Wakebrook Pharmacy</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Residential Care - Adult)</li> <li>Case Management (Non 24 Hour Care - Adult)</li> </ul>
<b>Family Medicine Radiology, UNC Hospitals</b> 590 Manning Drive, Room 184 Chapel Hill, NC 27599	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>UNC Hospitals Family Medicine Center Laboratory</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Geriatric Specialty Clinic, UNC Hospitals</b> Carolina Pointe II, 6011 Farrington Road, Suite 101 Chapel Hill, NC 27517	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>GI Medicine Clinic, UNC Hospitals</b> 5915 Farrington Road, Suite 105 Chapel Hill, NC 27517	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>GI Procedures at Hillsborough, UNC Health Care</b> 460 Waterstone Drive Hillsborough, NC 27278	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Anesthesia (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>



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<b>Hearing and Voice Center at Carolina Crossing, UNC Hospitals</b> 2226 Nelson Hwy, Suite 102 Chapel Hill, NC 27517	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Heart &amp; Vascular Center at Meadowmont, UNC Hospitals</b> 300 Meadowmont Village Circle, Suite 301 Chapel Hill, NC 27517	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Cardiology Clinic, UNC Hospitals</li> <li>Endovascular Surgery Clinic, UNC Hospitals</li> <li>Peripheral Vascular Lab, UNC Hospitals</li> <li>Vascular Medicine Clinic, UNC Hospitals</li> <li>Vein Clinic, UNC Hospitals</li> <li>Wound/Podiatry/Hyperbaric Clinic, UNC Hospitals</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Home Health, UNC Hospitals</b> 1101 Weaver Dairy Road Suite 200 Chapel Hill, NC 27514	<b>Services:</b> <ul style="list-style-type: none"> <li>Home Health Aides</li> <li>Home Health, Non-Hospice Services</li> <li>Hospice Care</li> <li>Medical Social Services</li> <li>Occupational Therapy</li> <li>Physical Therapy</li> <li>Skilled Nursing Services</li> <li>Speech Language Pathology</li> </ul>





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<b>Homecare Specialists, UNC Hospitals</b> 4400 Emperor Blvd., suite 100 Durham, NC 27703	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Pharmacy</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Canes and Crutches</li> <li>Clinical Respiratory</li> <li>Commodes</li> <li>Continuous Passive Motion (CPM) Device</li> <li>Continuous Positive Airway Pressure</li> <li>Durable Medical Equipment</li> <li>Enteral Equipment and/or Supplies</li> <li>Enteral Nutrients</li> <li>External Infusion Pump Supplies</li> <li>External Infusion Pumps</li> <li>Gastric Suction Pumps</li> <li>Hazardous Medication Compounding</li> <li>Hospital Beds - Electric</li> <li>Hospital Beds - Manual</li> <li>Nebulizers Equipment</li> <li>Negative Pressure Wound Oxygen</li> <li>Parenteral Equipment and/or Supplies</li> <li>Parenteral Nutrients</li> <li>Patient Lifts and Accessories</li> <li>Pharmacy/Dispensary, General Services</li> <li>Power Operated Vehicles (or scooters)</li> <li>Power Wheelchairs</li> <li>Prosthetics (Home Medical Equipment)</li> <li>Respiratory Assist Devices</li> <li>Respiratory Equipment</li> <li>Seat Lift Mechanisms</li> <li>Sterile Medication Compounding</li> <li>Suction Pump</li> <li>Supplies</li> <li>Support Surfaces for Beds (New)</li> <li>Tens Units</li> <li>Tracheostomy Supplies</li> <li>Ultraviolet Light Devices</li> <li>Walkers, Canes and Crutches</li> <li>Wheelchair Seating / Cushions</li> <li>Wheelchairs - Manual Non-Custom</li> <li>Wheelchairs-Standard Manual Related Accessories and Repairs</li> </ul>
<b>Imaging Center, UNC Hospitals</b> 1350 Raleigh Road, 1st floor Chapel Hill, NC 27514	<b>Services:</b> <ul style="list-style-type: none"> <li>Anesthesia (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>McCreary Cancer Center, A Service of UNC Hospitals</b> 212 Mulberry Street, SW Lenoir, NC 28645	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>McCreary Cancer Center Lab</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of Blood Product (Outpatient)</li> <li>Administration of High Risk Medications (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>NC State Park Scholars Children's Specialty Clinic, UNC Hosp</b> 4414 Lake Boone Trail, Ste 505 Raleigh, NC 27607	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>



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<b>Neurology Clinic, UNC Hospitals</b> 194 Finley Golf Course Rd, Suite 200 & 104 Chapel Hill, NC 27517	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Nutrition Clinic, UNC Hospitals</b> 590 Manning Drive Chapel Hill, NC 27599	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Oncology Hillsborough Campus, UNC Hospitals</b> 460 Waterstone Drive, 1st Floor, Room 17026 Hillsborough, NC 27278	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of Blood Product (Outpatient)</li> <li>Administration of High Risk Medications (Outpatient)</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Pain Management and Neurosurgery Hillsborough Campus</b> 460 Waterstone Drive Hillsborough, NC 27278	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Pain Management Center, UNC Hospitals</b> Southern Village- 410 Market St, Suite 362. Chapel Hill, NC 27516	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Pulmonary Specialty Clinic, UNC Hospitals</b> 300 Meadowmont Village Circle, Suite 203 Chapel Hill, NC 27517	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Rehabilitation Therapies, UNC Hospitals</b> 1807 North Fordham Blvd. Chapel Hill, NC 27514	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Rheumatology Specialty Clinic, UNC Hospitals</b> 6013 Farrington Road, Building 200, Suite 301 Chapel Hill, NC 27517	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>SECU Jim &amp; Betsy Bryan Hospice Home of UNC Health Care</b> 100 Roundtree Way, Pittsboro NC Pittsboro, NC 27312	<b>Services:</b> <ul style="list-style-type: none"> <li>Hospice Care</li> </ul>
<b>Spine Center and Neurosurgery Clinic, UNC Hospitals</b> 1350 Raleigh Road, 2nd Floor Chapel Hill, NC 27514	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>



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<b>Therapeutic Infusion Center at Pittsboro, UNC Hospitals</b> 75 Freedom Parkway, Suite B Pittsboro, NC 27312	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Therapeutic Infusion Center, UNC Hospitals</b> 6013 Farrington Rd., Suite 201 Chapel Hill, NC 27517	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>UNC Aesthetic, Laser &amp; Burn Center</b> 151 Old University Station Rd. Chapel Hill, NC 27514	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Anesthesia (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>UNC Cancer Care at Rockingham, a Service of UNC Hospitals</b> 516 South Van Buren Road, Eden, NC Eden, NC 27288	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of Blood Product (Outpatient)</li> <li>Administration of High Risk Medications (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>UNC Hospice</b> DBA: UNC Hospice 287 East Street, Suite 221 Pittsboro, NC 27312	
<b>UNC Hospital Alcohol and Substance Abuse</b> DBA: UNC Hospital Alcohol and Substance Abuse 590 Manning Drive Chapel Hill, NC 27514	<b>Services:</b> <ul style="list-style-type: none"> <li>Chemical Dependency (Non 24 Hour Care - Adult/Child/Youth) (Non-detox - Adult)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>
<b>UNC Hospitals at Wakebrook</b> 111 Sunnybrook Rd. Raleigh, NC 27610	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>UNC Health Care at Wake Brook Pharmacy</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Family Support (Non 24 Hour Care)</li> </ul>
<b>UNC Hospitals Audiology at Meadowmont</b> 435 Meadowmont Village Circle Chapel Hill, NC 27517-7518	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>UNC Hospitals Audiology at Pittsboro</b> 57 Grant Drive, Suite F Pittsboro, NC 27312	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>



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<b>UNC Hospitals Hillsborough Campus</b> 430 Waterstone Drive Hillsborough, NC 27278	<b>Services:</b> <ul style="list-style-type: none"> <li>CT Scanner (Imaging/Diagnostic Services)</li> <li>EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li> <li>Gastroenterology (Surgical Services)</li> <li>Gynecological Surgery (Surgical Services)</li> <li>Hazardous Medication Compounding (Inpatient)</li> <li>Inpatient Unit (Inpatient)</li> <li>Interventional Radiology (Imaging/Diagnostic Services)</li> <li>Magnetic Resonance Imaging (Imaging/Diagnostic Services)</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Medical ICU (Intensive Care Unit)</li> <li>Neurosurgery (Surgical Services)</li> <li>Non-Sterile Medication Compounding (Inpatient)</li> <li>Nuclear Medicine (Imaging/Diagnostic Services)</li> <li>Ophthalmology (Surgical Services)</li> <li>Orthopedic Surgery (Surgical Services)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>Sterile Medication Compounding (Inpatient)</li> <li>Ultrasound (Imaging/Diagnostic Services)</li> <li>Urology (Surgical Services)</li> </ul>
<b>UNC Hospitals Laboratory, Carolina Pointe II</b> Carolina Point II, 6013 Farrington Road, Suite 101 Chapel Hill, NC 27517	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>UNC Hospitals Urology Services Hillsborough</b> 460 Waterstone Drive, First Floor Hillsborough, NC 27278	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>



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### \* Primary Location

Locations of Care	Available Services
<b>University of North Carolina Hospitals *</b> 101 Manning Drive Chapel Hill, NC 27514	<b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Advanced Comprehensive Stroke Center</li> <li>Ventricular Assist Device</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult/Child/Youth)</li> <li>Brachytherapy (Imaging/Diagnostic Services)</li> <li>Burn Unit (Inpatient)</li> <li>Cardiac Catheterization Lab (Surgical Services)</li> <li>Cardiac Surgery (Surgical Services)</li> <li>Cardiothoracic Surgery (Surgical Services)</li> <li>Cardiovascular Unit (Inpatient)</li> <li>Coronary Care Unit (Inpatient)</li> <li>CT Scanner (Imaging/Diagnostic Services)</li> <li>Dialysis Unit (Inpatient)</li> <li>Ear/Nose/Throat Surgery (Surgical Services)</li> <li>Eating Disorders/Adult (Inpatient - Adult) (24-hour Acute Care/Crisis Stabilization - Adult)</li> <li>EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li> <li>Gastroenterology (Surgical Services)</li> <li>GI or Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>Gynecological Surgery (Surgical Services)</li> <li>Gynecology (Inpatient)</li> <li>Hazardous Medication Compounding (Inpatient)</li> <li>Hematology/Oncology Unit (Inpatient)</li> <li>Inpatient Unit (Inpatient)</li> <li>Interventional Radiology (Imaging/Diagnostic Services)</li> <li>Labor &amp; Delivery (Inpatient)</li> <li>Magnetic Resonance Imaging (Imaging/Diagnostic Services)</li> <li>Neuro/Spine Unit (Inpatient)</li> <li>Neurosurgery (Surgical Services)</li> <li>Non-Sterile Medication Compounding (Inpatient)</li> <li>Normal Newborn Nursery (Inpatient)</li> <li>Nuclear Medicine (Imaging/Diagnostic Services)</li> <li>Ophthalmology (Surgical Services)</li> <li>Orthopedic Surgery (Surgical Services)</li> <li>Orthopedic/Spine Unit (Inpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Pediatric Unit (Inpatient)</li> <li>Plastic Surgery (Surgical Services)</li> <li>Positron Emission Tomography (PET) (Imaging/Diagnostic Services)</li> <li>Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>Radiation Oncology (Imaging/Diagnostic Services)</li> <li>Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization)</li> <li>Sleep Laboratory (Sleep Laboratory)</li> <li>Sterile Medication Compounding (Inpatient)</li> <li>Surgical ICU (Intensive Care Unit)</li> <li>Surgical Unit (Inpatient)</li> <li>Teleradiology (Imaging/Diagnostic Services)</li> <li>Thoracic Surgery (Surgical Services)</li> <li>Transplant Surgery (Surgical Services)</li> <li>Ultrasound (Imaging/Diagnostic Services)</li> <li>Urology (Surgical Services)</li> <li>Vascular Surgery (Surgical Services)</li> </ul>



## Locations of Care

### \* Primary Location

Locations of Care	Available Services
	<ul style="list-style-type: none"> <li>• Medical /Surgical Unit (Inpatient)</li> <li>• Medical ICU (Intensive Care Unit)</li> <li>• Neuro/Spine ICU (Intensive Care Unit)</li> </ul>
<b>Urology Services, UNC Hospitals</b> 5915 Farrington Rd., Suite 102 Chapel Hill, NC 27517	<b>Services:</b> <ul style="list-style-type: none"> <li>• Administration of High Risk Medications (Outpatient)</li> <li>• Perform Invasive Procedure (Outpatient)</li> <li>• Single Specialty Practitioner (Outpatient)</li> </ul>





## 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.

### Behavioral Health Care




Safety Goals	Organizations Should	Implemented
Improve the accuracy of the identification of individuals served.	Use of Two Identifiers	
Improve the safety of using medications.	Reconciling Medication Information	
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	
The organization identifies safety risks inherent in the population of the individuals it serves.	Identifying Individuals at Risk for Suicide	

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








## 2017 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.

### Home Care




Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	
Improve the safety of using medications.	Reconciling Medication Information	
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	
Reduce the risk of patient harm resulting from falls.	Implementing a Fall Reduction Program	
The organization identifies safety risks inherent in its patient population.	Identifying Risks Associated with Home Oxygen	

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



















## 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.

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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	
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	
	Preventing Infections that are difficult to treat	
	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: January 2018 - December 2018



### Symbol Key

-  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.
-  Not displayed



### Footnote Key

1. The Measure or Measure Set was not reported.
2. The Measure Set does not have an overall result.
3. The number of patients is not enough for comparison purposes.
4. The measure meets the Privacy Disclosure Threshold rule.
5. The organization scored above 90% but was below most other organizations.
6. The Measure results are not statistically valid.
7. The Measure results are based on a sample of patients.
8. The number of months with Measure data is below the reporting requirement.
9. The measure results are temporarily suppressed pending resubmission of updated data.
10. Test Measure: a measure being evaluated for reliability of the individual data elements or awaiting National Quality Forum Endorsement.
11. There were no eligible patients that met the denominator criteria.

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.	 <sup>2</sup>	 <sup>2</sup>

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.	 <sup>2</sup> 293.00 minutes 333 eligible Patients	56.00	137.00	58.43	128.25
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.	 <sup>2</sup> 423.00 minutes 333 eligible Patients	207.00	321.00	224.70	315.75



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

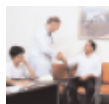
\*

This information can also be viewed at [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)

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## National Quality Improvement Goals

Reporting Period: January 2018 - December 2018

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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	Average	Statewide	Average
			Top 10% Scored at Least:	Rate:	Top 10% Scored at Least:	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.	 99% of 503 eligible Patients	100%	94%	100%	95%



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## National Quality Improvement Goals

Reporting Period: January 2018 - December 2018

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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 33 eligible Patients	100%	98%	100%	99%
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 33 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.	 59% of 378 eligible Patients	73%	52%	66%	45%



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