



Accreditation Quality Report





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

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

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

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

Mark R. Chassin, MD, MPP, MPH
President of the Joint Commission



Summary of Quality Information




Symbol Key

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

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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	7/11/2019	7/10/2019	7/10/2019
 Home Care	Accredited	7/13/2019	7/12/2019	7/12/2019
 Hospital	Accredited	8/30/2019	7/17/2019	1/27/2020

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

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



UNC Homecare Specialists

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

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

Behavioral Health Care

2016 National Patient Safety Goals



Home Care

2017 National Patient Safety Goals



Compared to other Joint Commission Accredited Organizations

Nationwide

Statewide



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Hospital

2019 National Patient Safety Goals

National Quality Improvement Goals:

Reporting Period:
Oct 2018 -
Sep 2019

Emergency Department

Perinatal Care

Compared to other Joint Commission Accredited Organizations

Nationwide

Statewide



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Locations of Care

* Primary Location

Locations of Care	Available Services
Home Health, UNC Hospitals 1101 Weaver Dairy Road Suite 200 Chapel Hill, NC 27514	Services: <ul style="list-style-type: none"> • Home Health Aides • Home Health, Non-Hospice Services • Hospice Care • Medical Social Services • Occupational Therapy • Physical Therapy • Skilled Nursing Services • Speech Language Pathology
McCreary Cancer Center, A Service of UNC Hospitals 212 Mulberry Street, SW Lenoir, NC 28645	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • McCreary Cancer Center Lab Services: <ul style="list-style-type: none"> • Administration of Blood Product (Outpatient) • Administration of High Risk Medications (Outpatient) • Hazardous Medication Compounding (Outpatient) • High Risk Sterile Medication Compounding (Outpatient) • Single Specialty Practitioner (Outpatient)
SECU Jim & Betsy Bryan Hospice Home of UNC Health Care 100 Roundtree Way, Pittsboro NC Pittsboro, NC 27312	Services: <ul style="list-style-type: none"> • Freestanding Ambulatory Infusion Services • Hospice Care • Pharmacy, Clinical Consulting Services
UNC Cancer Care at Rockingham, a Service of UNC Hospitals 516 South Van Buren Road, Eden, NC Eden, NC 27288	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Lab at Rockingham, a service of UNC Hospitals Services: <ul style="list-style-type: none"> • Administration of Blood Product (Outpatient) • Administration of High Risk Medications (Outpatient) • Hazardous Medication Compounding (Outpatient) • High Risk Sterile Medication Compounding (Outpatient) • Outpatient Clinics (Outpatient)
UNC Home Health 287 East Street, Suite 221 Pittsboro, NC 27312	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • UNC Hospice Services: <ul style="list-style-type: none"> • Home Health Aides • Home Health, Non-Hospice Services • Hospice Care • Medical Social Services • Occupational Therapy • Physical Therapy • Skilled Nursing Services • Speech Language Pathology



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UNC Homecare Specialists 4400 Emperor Blvd., suite 100 Durham, NC 27703	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Pharmacy Services: <ul style="list-style-type: none"> Canes and Crutches Clinical Respiratory Commodes Continuous Passive Motion (CPM) Device Continuous Positive Airway Pressure Durable Medical Equipment Enteral Equipment and/or Supplies Enteral Nutrients External Infusion Pump Supplies External Infusion Pumps Hazardous Medication Compounding Home Health Aides Home Health, Non-Hospice Services Hospital Beds - Electric Hospital Beds - Manual Infusion Nursing Infusion Pharmacy Medical Social Services Nebulizers Equipment Negative Pressure Wound Non-Sterile Medication Compounding Occupational Therapy Oxygen Patient Lifts and Accessories Pharmacy, Clinical Consulting Services Pharmacy/Dispensary, General Services Physical Therapy Prosthetics (Home Medical Equipment) Respiratory Assist Devices Respiratory Equipment Seat Lift Mechanisms Skilled Nursing Services Speech Language Pathology Sterile Medication Compounding Suction Pump Supplies Support Surfaces for Beds (New) Tracheostomy Supplies Ultraviolet Light Devices Ventilators All Types Walkers, Canes and Crutches Wheelchair Seating / Cushions Wheelchairs - Manual Non-Custom Wheelchairs-Standard Manual Related Accessories and Repairs
UNC Hospitals Alcohol & Substance Abuse Program 1101 Weaver Dairy Road, Suite 103 Chapel Hill, NC 27514	Services: <ul style="list-style-type: none"> Case Management (Non 24 Hour Care - Adult/Child/Youth) Chemical Dependency (Non 24 Hour Care - Adult/Child/Youth) (Non-detox - Adult) Peer Support (Non 24 Hour Care)
UNC Hospitals Ambulatory Surgical Center 102 Mason Farm Road Chapel Hill, NC 27514	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Short-stay unit UNC Hospitals ACC Mclendon Lab UNC Hospitals ACC Radiology UNC Hospitals Kidney Specialty & Transplant Services: <ul style="list-style-type: none"> Administration of Blood Product (Outpatient) Administration of High Risk Medications (Outpatient) Ambulatory Surgery Center (Outpatient) Anesthesia (Outpatient) Perform Invasive Procedure (Outpatient)



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Locations of Care	Available Services
UNC Hospitals at Wakebrook 111 Sunnybrook Rd. Raleigh, NC 27610	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Facility Based Crisis Services: <ul style="list-style-type: none"> Behavioral Health (Residential Care - Adult) Case Management (Non 24 Hour Care - Adult) Chemical Dependency (Residential Care - Adult) (Detox/Non-detox - Adult) Family Support (Non 24 Hour Care) Inpatient Unit (Inpatient) Medical /Surgical Unit (Inpatient) Peer Support (Non 24 Hour Care)
UNC Hospitals at Wakebrook 107 Sunnybrook Rd., Raleigh, NC 27610	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Pharmacy Services: <ul style="list-style-type: none"> Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult) Case Management (Non 24 Hour Care - Adult) Family Support (Non 24 Hour Care) Inpatient Unit (Inpatient) Medical /Surgical Unit (Inpatient) Peer Support (Non 24 Hour Care)
UNC Hospitals Audiology at Meadowmont 435 Meadowmont Village Circle Chapel Hill, NC 27517-7518	Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient)
UNC Hospitals Audiology at Pittsboro 57 Grant Drive, Suite F Pittsboro, NC 27312	Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient)
UNC Hospitals Burlington Imaging and Breast Center 1225 Huffman Mill Road, Suite 201 Burlington, NC 27215	Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient)
UNC Hospitals Cardiac Rehabilitation 100 Sprunt Street Chapel Hill, NC 27517	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)



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Locations of Care	Available Services
UNC Hospitals Children's Specialty Services 2801 Blue Ridge Road Raleigh, NC 27607	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Endocrinology • Gastroenterology • General Pediatrics • General/Plastics Surgery • Genetics • Hematology/Oncology • Infectious Disease • Infusion • Lab • Liver Transplant • Neuro-Surgery • Neurology Clinic • Nutrition Clinic • Orthopedics • Primary Care • Pulmonary Specialty Clinic • Rehabilitation • Rheumatology Clinic • Special Infant Care • Speech Therapy • Sterile Compounding Pharmacy • Urology Services: <ul style="list-style-type: none"> • Administration of Blood Product (Outpatient) • Administration of High Risk Medications (Outpatient) • Hazardous Medication Compounding (Outpatient) • High Risk Sterile Medication Compounding (Outpatient) • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
UNC Hospitals Endoscopy Center 300 Meadowmont Village Circle Chapel Hill, NC 27517	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • UNC Hospitals Diabetes & Endocrinology Clinic • UNC Hospitals Heart & Vascular Center • UNC Hospitals Pulmonary Specialty Clinic Services: <ul style="list-style-type: none"> • Administration of Blood Product (Outpatient) • Administration of High Risk Medications (Outpatient) • Anesthesia (Outpatient) • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
UNC Hospitals Family Medicine Center 590 Manning Drive Chapel Hill, NC 27599	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • UNC Hospitals Nutrition Clinic • UNC Hospitals Family Medicine Radiology Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient)
UNC Hospitals Geriatric Specialty Carolina Pointe II 6011 Farrington Rd Chapel Hill, NC 27517	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • UNC Hospitals Orthopaedic Radiology Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient)



Locations of Care

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Locations of Care	Available Services
UNC Hospitals GI Medicine Clinic Carolina Pointe I 5915 Farrington Road Chapel Hill, NC 27517	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • UNC Hospitals Urology Services Services: <ul style="list-style-type: none"> • Administration of High Risk Medications (Outpatient) • Anesthesia (Outpatient) • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
UNC Hospitals Hearing and Voice Center 2226 Nelson Hwy, Suite 102 Chapel Hill, NC 27517	Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient)
UNC Hospitals Hillsborough 460 Waterstone Drive Hillsborough, NC 27278	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • UNC Hospitals GI Medicine Clinic Hillsborough • UNC Hospitals Oncology Hillsborough • UNC Hospitals Pain Management & Neurosurgery Hillsborough • UNC Hospitals Urology Services Hillsborough Services: <ul style="list-style-type: none"> • Administration of High Risk Medications (Outpatient) • Anesthesia (Outpatient) • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
UNC Hospitals Hillsborough Campus 430 Waterstone Drive Hillsborough, NC 27278	Services: <ul style="list-style-type: none"> • CT Scanner (Imaging/Diagnostic Services) • EEG/EKG/EMG Lab (Imaging/Diagnostic Services) • Gastroenterology (Surgical Services) • GI or Endoscopy Lab (Imaging/Diagnostic Services) • Gynecological Surgery (Surgical Services) • Hazardous Medication Compounding (Inpatient) • Inpatient Unit (Inpatient) • Interventional Radiology (Imaging/Diagnostic Services) • Magnetic Resonance Imaging (Imaging/Diagnostic Services) • Medical /Surgical Unit (Inpatient) • Medical ICU (Intensive Care Unit) • 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) • Post Anesthesia Care Unit (PACU) (Inpatient) • Radiation Oncology (Imaging/Diagnostic Services) • Sterile Medication Compounding (Inpatient) • Teleradiology (Imaging/Diagnostic Services) • Ultrasound (Imaging/Diagnostic Services) • Urology (Surgical Services)



Locations of Care

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Locations of Care	Available Services
UNC Hospitals Neurology Clinic 194 Finley Golf Course Rd, Suite 200 & 104 Chapel Hill, NC 27517	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
UNC Hospitals Pain Management Center 410 Market St, Suite 362. Chapel Hill, NC 27516	Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Outpatient Clinics (Outpatient)
UNC Hospitals Pre-Procedure Services 1218 Raleigh Road Chapel Hill, NC 27517	Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient)
UNC Hospitals Rehabilitation Therapies 1807 North Fordham Blvd. Chapel Hill, NC 27514	Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient)
UNC Hospitals Spine Center and Neurosurgery Clinic 1350 Raleigh Road, 2nd Floor Chapel Hill, NC 27514	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> UNC Hospitals Imaging Center Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Anesthesia (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
UNC Hospitals Therapeutic Infusion Center 75 Freedom Parkway, Suite B Pittsboro, NC 27312	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> UNC Hospitals Laboratory UNC Chatham Services: <ul style="list-style-type: none"> Administration of Blood Product (Outpatient) Administration of High Risk Medications (Outpatient) Hazardous Medication Compounding (Outpatient) Outpatient Clinics (Outpatient)
UNC Hospitals Therapeutic Infusion Center Carolina Pointe II 6013 Farrington Road Chapel Hill, NC 27517	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> UNC Hospitals Benign Hematology Clinic UNC Hospitals Carolina Pointe II Lab UNC Hospitals Carolina POinte II Radiology UNC Hospitals Rheumatology Specialty Clinic Services: <ul style="list-style-type: none"> Administration of Blood Product (Outpatient) Administration of High Risk Medications (Outpatient) High Risk Sterile Medication Compounding (Outpatient) Outpatient Clinics (Outpatient)



Locations of Care

* Primary Location

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



Locations of Care

* Primary Location

Locations of Care	Available Services
	<ul style="list-style-type: none">• Labor & Delivery (Inpatient)• Magnetic Resonance Imaging (Imaging/Diagnostic Services)• Medical /Surgical Unit (Inpatient)• Medical ICU (Intensive Care Unit)• Neuro/Spine ICU (Intensive Care Unit)



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	

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2017 National Patient Safety Goals

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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	

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2019 National Patient Safety Goals

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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: October 2018 - September 2019

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Compared to other Joint Commission Accredited Organizations

Measure Area	Explanation	Nationwide	Statewide
Emergency Department	This category of evidence based measures assesses the time patients remain in the hospital Emergency Department prior to inpatient admission.	 ²	 ²

Compared to other Joint Commission Accredited Organizations

Measure	Explanation	Hospital Results	Compared to other Joint Commission Accredited Organizations			
			Nationwide	Weighted	Statewide	Weighted
			Top 10% Scored at Most:	Median:	Top 10% Scored at Most:	Median:
Admit Decision Time to ED Departure Time for Admitted Patients	The amount of time (in minutes) it takes from the time the physician decides to admit a patient into the hospital from the Emergency Department until the patient actually leaves the ED to go to the inpatient unit.	 ² 227.00 minutes 397 eligible Patients	55.00	134.00	53.77	128.95



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National Quality Improvement Goals

Reporting Period: October 2018 - September 2019

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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 28 eligible Patients	100%	99%	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 29 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.	 58% of 385 eligible Patients	73%	51%	68%	46%



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