

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.

101 Manning Drive, Chapel Hill, NC



Summary of Quality Information

Symbol Key

0	This organization achieved the best possible results.
	This organization's performance is above the target range/value.
9	This organization's performance is similar to the target range/value.
Э	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.
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Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
Behavioral Health Care and Human Services	Accredited	7/11/2019	7/10/2019	7/10/2019
🤣 Home Care	Accredited	7/13/2019	7/12/2019	9/9/2020
🮯 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

Home Infusion Therapy

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	V 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

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Behavioral Health Care and Human Services	2016National Patient Safety Goals	Ø	[*]

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		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Hospital	2019National Patient Safety Goals	\bigotimes	*
	National Quality Improvement Goals:		
Reporting Period:	Emergency Department	2 ²	1
Jan 2019 - Dec 2019	Perinatal Care	2 ²	2 ²

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Locations of Care	Available Services	
Home Health, UNC Hospitals 1101 Weaver Dairy Road Suite 200 Chapel Hill, NC 27514	Services:• Home Health Aides• Home Health, Non-Hospice Services• Hospice Care• Medical Social Services	
McCreary Cancer Center, A Service of UNC Hospitals 212 Mulberry Street, SW Lenoir, NC 28645	Other Clinics/Practices located at this site: • McCreary Cancer Center Lab Services: • 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: • 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: • Lab at Rockingham, a service of UNC Hospitals Services: • 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: • UNC Hospice Services: • Home Health Aides • Home Health, Non-Hospice Services • Hospice Care • Medical Social Services	



* Primary Location

101 Manning Drive, Chapel Hill, NC

* Primary Location Locations of Care	Available Services
UNC Homecare Specialists 4400 Emperor Blvd., suite 100 Durham, NC 27703	 Other Clinics/Practices located at this site: Pharmacy Other Clinics/Practices located at this site: Pharmacy Other Clinics/Practices located at this site: Pharmacy Services: Cantinuous 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 Hospital Beds - Electric Hospital Beds - Manual Infusion Nursing Infusion Pharmacy Medical Social Services Nebulizers Equipment Negative Pressure Wound Non-Sterile Medication Compounding Occupational Therapy
UNC Hospitals Alcohol & Substance Abuse Program 1101 Weaver Dairy Road, Suite 103 Chapel Hill, NC 27514	 Services: 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: Short-stay unit UNC Hospitals ACC Mclendon Lab UNC Hospitals ACC Radiology UNC Hospitals Kidney Specialty & Transplant Services: Administration of Blood Product (Outpatient) Administration of High Risk Medications (Outpatient) Ambulatory Surgery Center (Outpatient) Anesthesia (Outpatient) Perform Invasive Procedure (Outpatient)





Locations of Care	Available Services
UNC Hospitals at Wakebrook 111 Sunnybrook Rd. Raleigh, NC 27610	Other Clinics/Practices located at this site: • Facility Based Crisis Services: • Behavioral Health (Residential Care - Adult) • Case Management (Non 24 Hour Care - Adult) • Chemical Dependency (Residential Care - Adult) • Chemical Dependency (Residential Care - Adult) • Detox/Non-detox - Adult) • Family Support (Non 24 Hour Care)
UNC Hospitals at Wakebrook 107 Sunnybrook Rd., Raleigh, NC 27610	Other Clinics/Practices located at this site:• PharmacyServices:• Inpatient Unit (Inpatient)• Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult)• Inpatient Unit (Inpatient)• Case Management (Non 24 Hour Care - Adult)• Medical /Surgical Unit (Inpatient)• Family Support (Non 24 Hour Care)• Peer Support (Non 24 Hour Care)
UNC Hospitals Audiology at Meadowmont 435 Meadowmont Village Circle Chapel Hill, NC 27517-7518	Services: • Single Specialty Practitioner (Outpatient)
UNC Hospitals Audiology at Pittsboro 57 Grant Drive, Suite F Pittsboro, NC 27312	Services: • Single Specialty Practitioner (Outpatient)
UNC Hospitals Burlington Imaging and Breast Center 1225 Huffman Mill Road, Suite 201 Burlington, NC 27215	Services: • Single Specialty Practitioner (Outpatient)
UNC Hospitals Cardiac Rehabilitation 100 Sprunt Street Chapel Hill, NC 27517	Services: • Outpatient Clinics (Outpatient)





Locations of Care

* Primary Location Available Services Locations of Care **UNC Hospitals Other Clinics/Practices located at this site: Children's Specialty** Endocrinology Neurology Clinic Services Gastroenterology Nutrition Clinic 2801 Blue Ridge Road General Pediatrics • Orthopedics Raleigh, NC 27607 General/Plastics Surgery Primary Care • Pulmonary Specialty Clinic Genetics Hemotology/Oncology Rehabilitation Infectious Disease Rheumatology Clinic • Infusion • Special Infant Care Lab Speech Therapy Liver Transplant • Sterile Compounding Neuro-Surgery Pharmacy Urology Services: Administration of Blood • High Risk Sterile Medication Product (Outpatient) Compounding (Outpatient) Administration of High Risk • Outpatient Clinics (Outpatient) Medications (Outpatient) • Perform Invasive Procedure Hazardous Medication (Outpatient) Compounding (Outpatient) **UNC Hospitals** Other Clinics/Practices located at this site: **Endoscopy Center** UNC Hospitals Diabetes & Endocrinology Clinic 300 Meadowmont Village • UNC Hospitals Heart & Vascular Center Circle • UNC Hospitals Pulmonary Specialty Clinic Chapel Hill, NC 27517 Services: • Administration of Blood Product (Outpatient) Administration of High Risk Medications (Outpatient) • Anesthesia (Outpatient) • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient) **UNC Hospitals Family Other Clinics/Practices located at this site:** Medicine Center • UNC Hospitals Nutrition Clinic 590 Manning Drive UNC HospitalsFamily Medicine Radiology Chapel Hill, NC 27599 Services: Outpatient Clinics (Outpatient) **UNC Hospitals Geriatric Other Clinics/Practices located at this site:** Specialty UNC Hospitals Orthopaedic Radiology Carolina Pointe II 6011 Farrington Rd Services: Chapel Hill, NC 27517 • Outpatient Clinics (Outpatient)



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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: • UNC Hospitals Urology Services Services: • 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: • Outpatient Clinics (Outpatient)	
UNC Hospitals Hillsborough 460 Waterstone Drive Hillsborough, NC 27278	Other Clinics/Practices located at this site: • UNC Hospitals GI Medicine Clinic Hillsborough • UNC Hospitals Oncology Hillsborough • UNC Hospitals Pain Management & Neurosurgery Hillsborough • UNC Hospitals Urology Services Hillsborough • UNC Hospitals Urology Services Hillsborough • UNC Hospitals Urology Services Hillsborough • Outpatient of High Risk Medications (Outpatient) • Administration of High Risk Medications (Outpatient) • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)	
UNC Hospitals Hillsborough Campus 430 Waterstone Drive Hillsborough, NC 27278	 Services: CT Scanner (Imaging/Diagnostic Services) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Gastroenterology (Surgical Services) Gl or Endoscopy Lab (Imaging/Diagnostic 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) Medical ICU (Intensive Care Unit) 	



Locations of Care	Available Services
UNC Hospitals Neurology Clinic 194 Finley Golf Course Rd, Suite 200 & 104 Chapel Hill, NC 27517	Services: • Outpatient Clinics (Outpatient)
UNC Hospitals Pain Management Center 410 Market St, Suite 362. Chapel Hill, NC 27516	 Services: Administration of High Risk Medications (Outpatient) Outpatient Clinics (Outpatient)
UNC Hospitals Pre-Procedure Services 1218 Raleigh Road Chapel Hill, NC 27517	Services:Single Specialty Practitioner (Outpatient)
UNC Hospitals Rehabilitation Therapies 1807 North Fordham Blvd. Chapel Hill, NC 27514	Services: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: • UNC Hospitals Imaging Center Services: • 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: • UNC Hospitals Laboratory UNC Chatham Services: • 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: UNC Hospitals Benign Hematology Clinic UNC Hospitals Carolina Pointe II Lab UNC Hospitals Carolina POinte II Radiology UNC Hospitals Rheumotology Specialty Clinic Services: Administration of Blood Product (Outpatient) Administration of High Risk Medications (Outpatient) High Risk Sterile Medication Compounding (Outpatient) Outpatient Clinics (Outpatient)



* Primary Location

101 Manning Drive, Chapel Hill, NC

Locations of Care	Available	e Services
Primary Location Locations of Care University of North Carolina Hospitals * 01 Manning Drive Chapel Hill, NC 27514	Joint Commission Advanced Advanced Comprehensive Stroke Ventricular Assist Device Services: 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) 	 Certification Programs: Center 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)
	 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) (Inpatient - Adult) (24-hour Acute Care/Crisis 	 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 Tomograph (PET) (Imaging/Diagnostic Services) Post Anesthesia Care Unit (PACU) (Inpatient) Radiation Oncology (Imaging/Diagnostic Services) Rehabilitation Unit (Inpatient)
	 Stabilization - Adult) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Family Support (Non 24 Hour Care) Gastroenterology (Surgical Services) Gl or Endoscopy Lab (Imaging/Diagnostic Services) Gynecological Surgery (Surgical Services) Gynecology (Inpatient) Hazardous Medication 	 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)
	Compounding (Inpatient) Hematology/Oncology Unit 	Ultrasound (Imaging/Diagnostic Services)



* Primary Location	
Locations of Care	Available 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)



2016 National Patient Safety Goals

Behavioral Health Care and Human Services

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

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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101 Manning Drive, Chapel Hill, NC



2019 National Patient Safety Goals

Hospital

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	Ø
	Eliminating Transfusion Errors	\bigotimes
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	\bigcirc
	Reconciling Medication Information	\bigcirc
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	\bigcirc
	Preventing Central-Line Associated Blood Stream Infections	<u>ଷ</u> ଭ ଭ ଭ
	Preventing Surgical Site Infections	\bigcirc
	Preventing Catheter-Associated Urinary Tract Infection	\bigcirc
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	\bigcirc
	Marking the Procedure Site	\bigcirc
	Performing a Time-Out	\bigotimes

Symbol Key

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101 Manning Drive, Chapel Hill, NC



National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

			o other Joint hission
		Accredited C	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 Comm Accredited Organizations					
Measure Explanation		Hospital Results	Top 10% Scored at Most:	Weighte d Median:	Top 10% Scored	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.	ND 2 231.00 minutes 393 eligible Patients	55.00	133.00	52.84	126.26	

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This information can also be viewed at www.hospitalcompare.hhs.gov

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101 Manning Drive, Chapel Hill, NC



National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

		Compared to other Joint Commission	
		Accredited C	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 Commiss Accredited Organizations					
		١	lationwide			ewide	
Measure	Explanation	Hospital Results	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 19 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.	18% of 257 eligible Patients	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 31 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.	57% of 383 eligible Patients	73%	51%	70%	45%	
Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate	The moderate rate equals the number of patients with moderate complications.	1508.00 minutes 2917 eligible Patients					

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Symbol Key

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University of North Carolina Hospitals

101 Manning Drive, Chapel Hill, NC

Compared to other Joint Commission



National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

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Not displayed	Measure Area	Explanation
	Perinatal Care	This category of evidenced based measures asses care of mothers and newborns.
Footnote Key		
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The Measure Set does not have an overall result.	Measure	Explanation

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			ACCI	eallea Org	anizations		
Measure Area		Explanation		Nationwi	de	Statewide	е
Perinatal Care		egory of evidenced based measures as mothers and newborns.	ssesses the	(2	№ ²	
					other Joint ed Organiz	Commissic zations State	
Measure		Explanation	Hospital Results	Top 10% Scored at Least:	Average Rate:	Top 10% Scored at Least:	Avera Rate
Unexpected Complication Term Newborns per 100 livebirths - Overall Rate	00	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.	2125.00 minutes 2917 eligible Patients				
Unexpected Complication Term Newborns per 100 livebirths - Severe Rate	00	The severe rate equals the number of patients with severe complications.	617.00 minutes 2917 eligible Potiente				

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