



# 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.



## 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

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 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	11/23/2021

### 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	Last On-Site Review Date
Advanced Comprehensive Stroke Center	Certification	6/24/2021	6/23/2021	6/23/2021
Ventricular Assist Device	Certification	2/17/2021	2/16/2021	2/16/2021
Certified Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
Joint Replacement - Hip	Certification	3/14/2021	1/15/2021	1/15/2021
Joint Replacement - Knee	Certification	3/14/2021	1/15/2021	1/15/2021

### 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 and Human Services	2016National Patient Safety Goals		 *
Home Care	2020National Patient Safety Goals		 *
Hospital	2019National Patient Safety Goals		 *
Reporting Period: Apr 2020 - Mar 2021	National Quality Improvement Goals:		
	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>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>• Medical Social Services</li> <li>• Occupational Therapy</li> <li>• Physical Therapy</li> <li>• Skilled Nursing Services</li> <li>• Speech Language Pathology</li> </ul>
<b>McCreary Cancer Center at Rivercrest, a Srv of UNC Hospitals</b> 160 River Bend Drive, Suite D Granite Falls, NC 28630	<b>Services:</b> <ul style="list-style-type: none"> <li>• Administration of High Risk Medications (Outpatient)</li> <li>• Ambulatory Surgery Center (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> <li>• McCreary Cancer Center Sterile Compounding Pharmacy</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Administration of High Risk Medications (Outpatient)</li> <li>• Hazardous Medication Compounding (Outpatient)</li> <li>• Single Specialty Practitioner (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>UNC Cancer Care at Rockingham, a Service of UNC Hospitals</b> 516 South Van Buren Road Eden, NC 27288	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• UNC Hospitals Cancer Care Rockingham Hematology Oncology</li> <li>• UNC Hospitals Cancer Care Rockingham Radiation Oncology</li> <li>• UNC Hospitals Cancer Care Rockingham Sterile Compounding Pha</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>• Hazardous Medication Compounding (Outpatient)</li> <li>• High Risk Sterile Medication Compounding (Outpatient)</li> <li>• Outpatient Clinics (Outpatient)</li> </ul>
<b>UNC Home Health</b> 287 East Street, Suite 221 Pittsboro, NC 27312	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• UNC Hospice</li> </ul> <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>UNC Home Health Raleigh</b> 1500 Sunday Drive Suite 110 Raleigh, NC 27607	<b>Services:</b> <ul style="list-style-type: none"> <li>• Home Health Aides</li> <li>• Home Health, Non-Hospice Services</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>
<b>UNC Homecare Specialists</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>• Home Infusion Therapy</li> <li>• Sterile Compounding 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>• Hazardous Medication Compounding</li> <li>• High Risk Sterile Medication Compounding (Outpatient)</li> <li>• Home Health Aides</li> <li>• Home Health, Non-Hospice Services</li> <li>• Hospital Beds - Electric</li> <li>• Hospital Beds - Manual</li> <li>• Infusion Nursing</li> <li>• Infusion Pharmacy</li> <li>• Medical Social Services</li> <li>• Nebulizers Equipment</li> <li>• Negative Pressure Wound</li> <li>• Occupational Therapy</li> <li>• Oxygen</li> <li>• Patient Lifts and Accessories</li> <li>• Personal Care/Support Non-Hospice</li> <li>• Pharmacy, Clinical Consulting Services</li> <li>• Pharmacy/Dispensary, General Services</li> <li>• Physical Therapy</li> <li>• Prosthetics (Home Medical Equipment)</li> <li>• Respiratory Assist Devices</li> <li>• Respiratory Equipment</li> <li>• Seat Lift Mechanisms</li> <li>• Single Specialty Practitioner (Outpatient)</li> <li>• Skilled Nursing Services</li> <li>• Speech Language Pathology</li> <li>• Sterile Medication Compounding</li> <li>• Suction Pump</li> <li>• Supplies</li> <li>• Support Surfaces for Beds (New)</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>UNC Hospitals Alcohol &amp; Substance Abuse Program</b> 1101 Weaver Dairy Road, Suite 103 Chapel Hill, NC 27514	<b>Services:</b> <ul style="list-style-type: none"> <li>• Case Management (Non 24 Hour Care - Adult/Child/Youth)</li> <li>• Chemical Dependency (Non 24 Hour Care - Adult/Child/Youth) (Non-detox - Adult)</li> <li>• Peer Support (Non 24 Hour Care)</li> </ul>





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<b>UNC Hospitals Ambulatory Care Center</b> 102 Mason Farm Road Chapel Hill, NC 27514	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Short-stay unit</li> <li>• UNC Hospitals ACC Mclendon Lab</li> <li>• UNC Hospitals ACC Radiology</li> <li>• UNC Hospitals Ancillary Services at ACC</li> <li>• UNC Hospitals Jason Ray Transplant Clinic - Pre Services</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>• Ambulatory Surgery Center (Outpatient)</li> <li>• Anesthesia (Outpatient)</li> <li>• Perform Invasive Procedure (Outpatient)</li> </ul>
<b>UNC Hospitals at Meadowmont</b> 300 Meadowmont Village Circle Chapel Hill, NC 27517	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• UNC Hospitals Endoscopy Center</li> <li>• UNC Hospitals Neurology Clinic</li> <li>• UNC Hospitals Vascular Services</li> </ul> <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>
<b>UNC Hospitals at Wakebrook</b> 111 Sunnybrook Rd. Raleigh, NC 27610	<b>Services:</b> <ul style="list-style-type: none"> <li>• Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult)</li> <li>• Case Management (Non 24 Hour Care - Adult)</li> <li>• Family Support (Non 24 Hour Care)</li> <li>• Inpatient Unit (Inpatient)</li> <li>• Medical /Surgical Unit (Inpatient)</li> <li>• Medical Detoxification (Inpatient)</li> <li>• Peer Support (Non 24 Hour Care)</li> </ul>
<b>UNC Hospitals at Wakebrook</b> 107 Sunnybrook Rd., Raleigh, NC 27610	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Alcohol and Drug Detoxification Unit</li> <li>• Facility Based Crisis Service Unit</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> <li>• Chemical Dependency (Residential Care - Adult) (Detox/Non-detox - Adult)</li> <li>• Family Support (Non 24 Hour Care)</li> <li>• Inpatient Unit (Inpatient)</li> <li>• Medical Detoxification (Inpatient)</li> <li>• Peer Support (Non 24 Hour Care)</li> </ul>



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<b>UNC Hospitals</b> <b>Audiology at Lake Boone Trail</b> 4325 Lake Boone Trail Suite 305 Raleigh, NC 27607	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>UNC Hospitals</b> <b>Audiology at Meadowmont</b> 435 Meadowmont Village Circle Building 400, 3rd Floor Chapel Hill, NC 27517-7518	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>UNC Hospitals</b> <b>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>
<b>UNC Hospitals</b> <b>Burlington Imaging and Breast Center</b> 1225 Huffman Mill Road, Suite 101 Burlington, NC 27215	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>UNC Hospitals Cardiac Rehabilitation</b> 100 Sprunt Street Chapel Hill, NC 27517	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>UNC Hospitals Carolina Pointe II</b> 6013 Farrington Road Chapel Hill, NC 27517	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>UNC Hospitals Children's Specialty Clinics in Chapel Hill at</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>UNC Hospitals Carolina Pointe II</b> 6011 Farrington Road Chapel Hill, NC 27517	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>UNC Hospitals Carolina Pointe II Orthopaedic Radiology</li> <li>UNC Hospitals Children's Neurology Clinic</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>





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<b>UNC Hospitals Children's Specialty Services</b> 2801 Blue Ridge Road Raleigh, NC 27607	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Endocrinology</li> <li>• Gastroenterology</li> <li>• General Pediatrics</li> <li>• General/Plastics Surgery</li> <li>• Genetics</li> <li>• Hematology/Oncology</li> <li>• Infectious Disease</li> <li>• Infusion</li> <li>• Lab</li> <li>• Liver Transplant</li> <li>• Neuro-Surgery</li> <li>• Neurology Clinic</li> <li>• Nutrition Clinic</li> <li>• Orthopedics</li> <li>• Primary Care</li> <li>• Pulmonary Specialty Clinic</li> <li>• Rehabilitation</li> <li>• Rheumatology Clinic</li> <li>• Special Infant Care</li> <li>• Speech Therapy</li> <li>• Sterile Compounding Pharmacy</li> <li>• Urology</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>• Hazardous Medication Compounding (Outpatient)</li> <li>• High Risk Sterile Medication Compounding (Outpatient)</li> <li>• Outpatient Clinics (Outpatient)</li> <li>• Perform Invasive Procedure (Outpatient)</li> </ul>
<b>UNC Hospitals Family Medicine Center</b> 590 Manning Drive 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> <li>• UNC Hospitals Nutrition Clinic</li> <li>• UNC Hospitals Family Medicine Radiology</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Outpatient)</li> </ul>
<b>UNC Hospitals Hearing and Voice Center</b> 2226 Nelson Hwy, Suite 102 Chapel Hill, NC 27517	<b>Services:</b> <ul style="list-style-type: none"> <li>• Single Specialty Practitioner (Outpatient)</li> </ul>
<b>UNC Hospitals Hillsborough</b> 460 Waterstone Drive Hillsborough, NC 27278	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• UNC Hospitals Radiation/Oncology</li> <li>• UNC Hospitals Urology Services Hillsborough</li> </ul> <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>UNC Hospitals Hillsborough Campus</b> 430 Waterstone Drive Hillsborough, NC 27278	<b>Joint Commission Certified Programs:</b> <ul style="list-style-type: none"> <li>Joint Replacement - Hip</li> <li>Joint Replacement - Knee</li> </ul> <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Sterile Compounding Pharmacy</li> <li>UNCH Hospitals Oncology Hillsborough Campus</li> </ul> <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>Family Support (Non 24 Hour Care)</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>Orthopedic/Spine Unit (Inpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Peer Support (Non 24 Hour Care)</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>Sterile Medication Compounding (Inpatient)</li> <li>Technology-Based Behavioral Health Srvs (Non 24 Hour Care - Adult/Child/Youth)</li> <li>Teleradiology (Imaging/Diagnostic Services)</li> <li>Ultrasound (Imaging/Diagnostic Services)</li> <li>Urology (Surgical Services)</li> </ul>



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<b>UNC Hospitals Outpatient Center at Eastowne</b> 100 Eastowne Drive Floors 1-4 Chapel Hill, NC 27514	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• UNC Hospitals Benign Hematology Clinic</li> <li>• UNC Hospitals Diabetes &amp; Endocrinology Clinic</li> <li>• UNC Hospitals GI Medicine</li> <li>• UNC Hospitals Heart Services Center</li> <li>• UNC Hospitals Jason Ray Transplant Clinic - Post Services</li> <li>• UNC Hospitals Laboratory</li> <li>• UNC Hospitals Pulmonary Specialty Clinic</li> <li>• UNC Hospitals Radiology Clinic</li> <li>• UNC Hospitals Rheumatology Specialty Clinic</li> <li>• UNC Hospitals Sterile Compounding Pharmacy</li> <li>• UNC Hospitals Therapeutic Infusion Center</li> <li>• UNC Hospitals Urology Clinic</li> </ul> <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>
<b>UNC Hospitals Pain Management Center</b> 6330 Quadrangle Drive Suite 200 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> <li>• Perform Invasive Procedure (Outpatient)</li> </ul>
<b>UNC Hospitals Pre-Procedure Services</b> 1218 Raleigh Road Chapel Hill, NC 27517	<b>Services:</b> <ul style="list-style-type: none"> <li>• Single Specialty Practitioner (Outpatient)</li> </ul>
<b>UNC Hospitals Rehabilitation Therapies</b> 1807 North Fordham Blvd. Chapel Hill, NC 27514	<b>Services:</b> <ul style="list-style-type: none"> <li>• Single Specialty Practitioner (Outpatient)</li> </ul>
<b>UNC Hospitals Spine Center and Neurosurgery Clinic</b> 1350 Raleigh Road, 2nd Floor Chapel Hill, NC 27514	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• UNC Hospitals Imaging Center</li> </ul> <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>
<b>UNC Hospitals Therapeutic Infusion Center</b> 75 Freedom Parkway, Suite B Pittsboro, NC 27312	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• UNC Hospitals Laboratory - Chatham Park</li> <li>• UNC Hospitals Sterile Compounding Pharmacy - Chatham Park</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Administration of High Risk Medications (Outpatient)</li> <li>• Hazardous Medication Compounding (Outpatient)</li> <li>• High Risk Sterile Medication Compounding (Outpatient)</li> <li>• Outpatient Clinics (Outpatient)</li> </ul>



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<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>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>UNC Comprehensive Cancer Support Program</li> <li>UNC Hospitals Adult Oncology Clinics</li> <li>UNC Hospitals Adult Oncology Services</li> <li>UNC Hospitals Children's Specialty Clinic</li> <li>UNC Hospitals GI Procedures</li> <li>UNC Hospitals Gynecologic Oncology Clinic</li> <li>UNC Hospitals Jason Ray Transplant Clinic</li> <li>UNC Hospitals Multispecialty Surgery Clinic</li> <li>UNC Hospitals Neurology and Sleep Center</li> <li>UNC Hospitals Oral Medicine</li> <li>UNC Hospitals Pediatric Hematology Oncology Clinic</li> <li>UNC Hospitals Pediatric Rehabilitation Therapies</li> <li>UNC Hospitals Radiation Oncology</li> <li>UNC Hospitals Speech Therapy</li> <li>UNC Hospitals Sterile Compounding Pharmacy</li> <li>UNC Hospitals Urology Clinic</li> <li>UNC Hospitals Vascular Interventional Radiology Clinic</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>Case Management (Non 24 Hour Care - Adult/Child/Youth)</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>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>Nuclear Pharmacy (Inpatient)</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>Peer Support (Non 24 Hour Care)</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> </ul>



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### \* Primary Location

Locations of Care	Available Services
	<ul style="list-style-type: none"> <li>• EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li> <li>• Family Support (Non 24 Hour Care)</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>• Medical /Surgical Unit (Inpatient)</li> <li>• Medical ICU (Intensive Care Unit)</li> <li>• Neuro/Spine ICU (Intensive Care Unit)</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>



## 2016 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.

### Behavioral Health Care and Human Services




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."



## 2020 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.

### 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 the population of the individuals it serves.	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 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.

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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: April 2020 - March 2021

### Symbol Key 2

-  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
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 230 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.	 0% of 40 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.	 51% of 376 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.	 889% of 2923 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.	 1744% of 2923 eligible Patients	1508%	3084%	1681%	2848%



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)

---- Null value or data not displayed.






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



## National Quality Improvement Goals

Reporting Period: April 2020 - March 2021

### Symbol Key 2

-  This organization achieved the best possible results
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6. The Measure results are not statistically valid.
7. The Measure results are based on a sample of patients.
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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
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.	 855% of 2923 eligible Patients	Top 10% Scored at Least: 501%	1303%	Top 10% Scored at Least: 657%	1186%



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

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