

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 better than the target range/value.
Ø	This organization's performance is similar to the target range/value.
Θ	This organization's performance is worse than 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.
- The measure results are temporarily suppressed pending resubmission of updated data.
 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	1/25/2023	1/24/2023	1/24/2023
🤣 Home Care	Accredited	1/28/2023	1/27/2023	4/4/2023
🎯 Hospital	Accredited	1/28/2023	1/27/2023	7/7/2023

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	6/24/2021	7/12/2023	7/12/2023
🥝 Ventricular Assist Device	Certification	2/16/2023	2/15/2023	2/15/2023
Certified Programs	Certification Decision	Effective	Last Full Review	Last On-Site
		Date	Date	Review Date
🥝 Asthma, Pediatrics	Certification	9/9/2022	8/30/2022	8/30/2022
🥝 Joint Replacement - Hip	Certification	1/14/2023	1/13/2023	1/13/2023
🔗 Joint Replacement - Knee	Certification	1/14/2023	1/13/2023	1/13/2023

			Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide	
Behavioral Health Care and Human Services	2023National Patient Safety Goals	Ø	[*]	

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		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Home Care	2023National Patient Safety Goals	\bigotimes	™ *
Hospital	2023National Patient Safety Goals	Ø	№ *
	National Quality Improvement Goals:		
Reporting Period: Jan 2021 - Dec 2021	Perinatal Care	²	@ ²



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 Medical Social Services Occupational Therapy Physical Therapy Skilled Nursing Services Speech Language Pathology
McCreary Cancer Center at Rivercrest, a Srv of UNC Hospitals 160 River Bend Drive, Suite D Granite Falls, NC 28630	 Services: Administration of High Risk Medications (Outpatient) Ambulatory Surgery Center (Outpatient)
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 • McCreary Cancer Center Sterile Compounding Pharmacy Services: • 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: • Hospice Care
UNC Cancer Care at Rockingham, a Service of UNC Hospitals 516 South Van Buren Road Eden, NC 27288	 Other Clinics/Practices located at this site: UNC Hospitals Cancer Care Rockingham Hematology Oncology UNC Hospitals Cancer Care Rockingham Radiation Oncology UNC Hospitals Cancer Care Rockingham Sterile Compounding Pha 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 Locations of Care	Available Services
UNC Home Health Raleigh 1500 Sunday Drive Suite 110 Raleigh, NC 27607 UNC Homecare Specialists	Services: Home Health Aides Home Health, Non-Hospice Services Medical Social Services Occupational Therapy Physical Therapy Skilled Nursing Services Speech Language Pathology Other Clinics/Practices located at this site: Durable Medical Equipment
4400 Emperor Blvd., suite 100 Durham, NC 27703	 Home Infusion Therapy Pharmacy Distribution Center Sterile Compounding Pharmacy Sterile Compounding Pharmacy Sterile Compounding Pharmacy Canes and Crutches Clinical Respiratory Commodes Continuous Passive Motion (CPM) Device Continuous Positive Airway Pressure Durable Medical Equipment Enteral Equipment and/or Supplies Enteral Infusion Pumps Hazardous Medication Compounding (Outpatient) Home Health Aides Hogative Pressure Wound Occupational Therapy Wheelchairs Standard Manual Related Accessories and Repairs
UNC Hospice DBA: UNC Hospice 211 Friday Center Dr., Suite 2041 Chapel Hill, NC 27517	





Locations of Care	Available Services
UNC Hospitals Ambulatory Care Center 102 Mason Farm Road Chapel Hill, NC 27514	Other Clinics/Practices located at this site: • Short-stay unit • UNC Hospitals Ancillary • UNC Hospitals ACC Services at ACC Mclendon Lab • UNC Hospitals Jason Ray • UNC Hospitals ACC • UNC Hospitals Jason Ray Radiology Transplant Clinic - Pre Services: • UNC Hospitals Neurosurgery
	 Administration of Blood Product (Outpatient) Administration of High Risk Medications (Outpatient) Ambulatory Surgery Center (Outpatient) Anesthesia (Outpatient) Perform Invasive Procedure (Outpatient)
UNC Hospitals at Meadowmont 300 Meadowmont Village Circle Chapel Hill, NC 27517	Other Clinics/Practices located at this site: UNC Hospitals Endoscopy Center UNC Hospitals Neurology Clinic UNC Hospitals Vascular Services UNC VIR Clinic Services: Administration of High Risk Medications (Outpatient) Anesthesia (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
UNC Hospitals at Wakebrook 111 Sunnybrook Rd. Raleigh, NC 27610	 Services: 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) Medical Detoxification (Inpatient) Peer Support (Non 24 Hour Care)
UNC Hospitals at Wakebrook 107 Sunnybrook Rd., Raleigh, NC 27610	Other Clinics/Practices located at this site: Alcohol and Drug Detoxification Unit Facility Based Crisis Service Unit Services: 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) Peer Support (Non 24 Hour Care)



* Primary Location	
Locations of Care	Available Services
UNC Hospitals Audiology at Lake Boone Trail 4325 Lake Boone Trail Suite 305 Raleigh, NC 27607	Services: Single Specialty Practitioner (Outpatient)
UNC Hospitals Audiology at Meadowmont 435 Meadowmont Village Circle Building 400, 3rd Floor 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 101 Burlington, NC 27215	Services: Single Specialty Practitioner (Outpatient)
UNC Hospitals Cardiac Rehabilitation 100 Sprunt Street Chapel Hill, NC 27517	Services: • Single Specialty Practitioner (Outpatient)
UNC Hospitals Carolina Pointe II 6013 Farrington Road Chapel Hill, NC 27517	Other Clinics/Practices located at this site: UNC Hospitals Children's GI and Allergy Clinic at CP II Services: Administration of High Risk Medications (Outpatient) Outpatient Clinics (Outpatient)
UNC Hospitals Carolina Pointe II 6011 Farrington Road Chapel Hill, NC 27517	Other Clinics/Practices located at this site: UNC Hospitals Carolina Pointe II Orthopaedic Radiology UNC Hospitals Children's Neurology Clinic Services: Administration of High Risk Medications (Outpatient) Outpatient Clinics (Outpatient)





Locations of Care

* Primary Location **Available Services** Locations of Care **UNC Hospitals Joint Commission Certified Programs: Children's Specialty** • Asthma, Pediatrics Services 2801 Blue Ridge Road **Other Clinics/Practices located at this site:** Raleigh, NC 27607 Endocrinology Neurology Clinic Gastroenterology Nutrition Clinic Orthopedics General Pediatrics • General/Plastics Surgery • Primary Care • Pulmonary Specialty Clinic Genetics Hemotology/Oncology Rehabilitation Infectious Disease Rheumatology Clinic ٠ 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 Family Other Clinics/Practices located at this site:** Medicine Center UNC Hospitals Family Medicine Center Laboratory 590 Manning Drive • UNC Hospitals Nutrition Clinic Chapel Hill, NC 27599 • UNC HospitalsFamily Medicine Radiology Services: • Outpatient Clinics (Outpatient) **UNC Hospitals Hearing** and Voice Center Services: 2226 Nelson Hwy, Suite Single Specialty Practitioner (Outpatient) 102 Chapel Hill, NC 27517 **UNC Hospitals** Other Clinics/Practices located at this site: Hillsborough UNC Hospitals Radiation/Oncology 460 Waterstone Drive • UNC Hospitals Urology Services Hillsborough Hillsborough, NC 27278 Services: • Administration of High Risk Medications (Outpatient) • Anesthesia (Outpatient) Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)



* Primary Location	
Locations of Care	Available Services
UNC Hospitals Hillsborough Campus 430 Waterstone Drive Hillsborough, NC 27278	 Joint Commission Certified Programs: Joint Replacement - Hip Joint Replacement - Knee Other Clinics/Practices located at this site: Sterile Compounding Pharmacy UNCH Hospitals Oncology Hillsborough Campus Services: CT Scanner (Imaging/Diagnostic Services) Dialysis Unit (Inpatient) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Gastroenterology (Surgical Services) Gastroenterology (Surgical Services) Gastroenterology (Surgical Services) Hazardous Medication Compounding (Inpatient) Inpatient Unit (Inpatient) Magnetic Resonance Imaging (Imaging/Diagnostic Services) Medical ICU (Intensive Care Unit) Neurosurgery (Surgical Services) Medical ICU (Intensive Care Unit) Neurosurgery (Surgical Services) Non-Sterile Medication



* Primary Location

* Primary Location Locations of Care	Available Services
UNC Hospitals Outpatient Center at Eastowne 100 Eastowne Drive Floors 1-4 Chapel Hill, NC 27514	 Other Clinics/Practices located at this site: UNC Hospitals Benign Hematology Clinic UNC Hospitals Diabetes & Endocrinology Clinic UNC Hospitals Diabetes & Endocrinology Clinic UNC Hospitals GI Medicine UNC Hospitals GI Medicine UNC Hospitals Heart Services Center UNC Hospitals Jason Ray Transplant Clinic - Post Services UNC Hospitals Laboratory UNC Hospitals Nephrology Clinic UNC Hospitals Nephrology Clinic Services: Administration of High Risk Medications (Outpatient) Anesthesia (Outpatient) Hazardous Medication UNC Hospitals Clinic UNC Hospitals Clinic UNC Hospitals Urology Clinic High Risk Sterile Medication Compounding (Outpatient) High Risk Sterile Medication Compounding (Outpatient) Perform Invasive Procedure
UNC Hospitals Pain Management Center 6330 Quadrangle Drive Suite 200 Chapel Hill, NC 27517	Compounding (Outpatient) (Outpatient) Services: Administration of High Risk Medications (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (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 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 - Chatham Park • UNC Hospitals Sterile Compounding Pharmacy - Chatham Park Services: • Administration of High Risk Medications (Outpatient) • Hazardous Medication Compounding (Outpatient) • High Risk Sterile Medication Compounding (Outpatient) • Outpatient Clinics (Outpatient)



Locations of Care	Available Services
University of North Carolina Hospitals * 101 Manning Drive Chapel Hill, NC 27514	Joint Commission Advanced Certification Programs: • Advanced Comprehensive Stroke Center • Ventricular Assist Device
	 Other Clinics/Practices located at this site: UNC Comprehensive Cancer Support Program UNC Hospitals Adult Oncology Clinics UNC Hospitals Adult Oncology Services UNC Hospitals Adult Oncology Services UNC Hospitals Children's Specialty Clinic UNC Hospitals GI Procedures UNC Hospitals Gynecologic Oncology Clinic UNC Hospitals Jason Ray Transplant Clinic UNC Hospitals Multispecialty Surgery Clinic
	 Services: Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult/Child/Youth) Brachytherapy (Imaging/Diagnostic Services) 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) Eating Disorders/Adult) (Inpatient - Adult) Eating Disorders/Adult) (Inpatient - Adult) EEG/EKG/EMG Lab (Imaging/Diagnostic Stabilization - Adult) Eles/EKG/EMG Lab (Imaging/Diagnostic Stabilization - Mult) Neuro/Spine Unit (Inpatient) Non-Sterile Medication Compounding (Inpatient) Nuclear Medicine (Imaging/Diagnostic Positron Emission Tomograph (PET) (Imaging/Diagnostic Positron Emission Tomograph (PACU) (Inpatient) Radiation Oncology (Imaging/Diagnostic Stabilization - Adult) Sleep Laboratory (Sleep

- (Imaging/Diagnostic Services)
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Locations of Care	Available 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) Labor & Delivery (Inpatient) Magnetic Resonance Imaging (Imaging/Diagnostic Services) Medical /Surgical Unit (Inpatient) Medical ICU (Intensive Care Unit) Neuro/Spine ICU (Intensive Care Unit) 	 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) 		

101 Manning Drive, Chapel Hill, NC



2023 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.

101 Manning Drive, Chapel Hill, NC



2023 National Patient Safety Goals

Home Care

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient 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
Reduce the risk of patient harm resulting from falls.	Implementing a Fall Reduction Program	Ø
The organization identifies safety risks inherent in its patient population.	Identifying Risks Associated with Home Oxygen	Ø

Symbol Key

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101 Manning Drive, Chapel Hill, NC



2023 National Patient Safety Goals

Hospital

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	Ø
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
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

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National Quality Improvement Goals

Reporting Period: January 2021 - December 2021

		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				on
		١	lationwide		State	ewide
Measure	Explanation	Hospital Results	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.	(34%	26%	32%	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.	5% of 40 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.	50% of 368 eligible Patients	71%	49%	60%	44%
Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate	The severe rate equals the number of patients with severe complications.	11 per 1000	5	13	6	12

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

---- Null value or data not displayed.

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