

Accreditation Quality Report





Version: 4 Date: 2/14/2024



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.











Symbol Key

- This organization achieved the best ossible results.
- Φ This organization's performance is better than the target range/value.
- This organization's performance is Ø similar to the target range/value.
- This organization's performance is
- worse than the target range/value. This Measure is not applicable for this
- rganization.
- Not displayed

Footnote Key

- 1. The Measure or Measure Set was not reported.
- The Measure Set does not have an overall result.
- 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.
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- 10. Test Measure: a measure being evaluated for reliability of the individual data elements or awaiting National Quality Forum Endorsement.
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- 12. The measure rate is within optimal range.

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

Summary of Quality Information

Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	y 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
Mospital	Accredited	11/17/2023	1/27/2023	11/16/2023

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

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

2023National Patient Safety Goals

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

Behavioral

Health Care and Human Services

Advanced Certification	Certification Decision	Effective	Last Full Review	w Last On-Site
Programs		Date	Date	Review Date
Advanced Comprehensive Stroke Center	Certification	7/13/2023	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	w 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	
Ø	N/A *	







101 Manning Drive, Chapel Hill, NC





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		•	Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide	
Home Care	2023National Patient Safety Goals	Ø	₩ *	
Hospital	2023National Patient Safety Goals	Ø	(M) *	
	National Quality Improvement Goals:			
Reporting Period: Jan 2022 - Dec 2022	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:
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 290 East Street, Office 101 Pittsboro, NC 27312	Other Clinics/Practices located at this site: • UNC Hospice Services: • Home Health Aides • Home Health, Non-Hospice Services • Hospice Care • Occupational Therapy • Physical Therapy • Skilled Nursing Services • Speech Language Pathology

Medical Social Services









* Primary	Location
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Locations of Care	Available Services
UNC Home Health Raleigh 1500 Sunday Drive Suite 110 Raleigh, NC 27607	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:
Specialists 4400 Emperor Blvd., suite 100 Durham, NC 27703	 Durable Medical Equipment Home Infusion Therapy Pharmacy Distribution Center 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 Nutrients External Infusion Pump Supplies External Infusion Pumps Hazardous Medication Compounding Hazardous Medication Compounding (Outpatient) High Risk Sterile Medication Compounding (Outpatient) Home Health Aides Home Health Aides Home Health, Non-Hospice Services Hospital Beds - Electric Hospital Reveal Accessories Supplies Supplies Supplies Supplies Supplies Supplies Supplies Ultaviolet Light Devices Walkers, Canes and Crutches Wheelchairs - Manual Non-Custom Wheelchairs-Standard Manual Related Accessories and Repairs
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 ACC Mclendon Lab UNC Hospitals ACC Radiology UNC Hospitals ACC Radiology UNC Hospitals Neurosurgery Clinic
	Services: 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 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)









* Primary Location	
Locations of Care	Available Services
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)
UNC Hospitals Children's Specialty Services 2801 Blue Ridge Road Raleigh, NC 27607	Joint Commission Certified Programs: Asthma, Pediatrics Other Clinics/Practices located at this site: Endocrinology Gastroenterology General Pediatrics General/Plastics Surgery Genetics Hemotology/Oncology Infectious Disease Infusion Lab Liver Transplant Neuro-Surgery Administration of Blood Product (Outpatient) Administration of High Risk Medications (Outpatient) Meurology Clinic Nutrition Clinic Primary Care Pulmonary Specialty Clinic Rehabilitation Rheumatology Clinic Rehabilitation Special Infant Care Speech Therapy Sterile Compounding Pharmacy Urology High Risk Sterile Medication Compounding (Outpatient) Outpatient Clinics (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure
UNC Hospitals Family Medicine Center 590 Manning Drive Chapel Hill, NC 27599	Hazardous Medication (Outpatient) Other Clinics/Practices located at this site: UNC Hospitals Family Medicine Center Laboratory UNC Hospitals Nutrition Clinic UNC HospitalsFamily Medicine Radiology Services: Outpatient Clinics (Outpatient)









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* Primary Location	
Locations of Care	Available Services
UNC Hospitals Hearing and Voice Center 2226 Nelson Hwy, Suite 102 Chapel Hill, NC 27517	Services: • Single Specialty Practitioner (Outpatient)
UNC Hospitals	Other Clinics/Practices located at this site:
Hillsborough 460 Waterstone Drive Hillsborough, NC 27278	 UNC Hospitals Radiation/Oncology UNC Hospitals Urology Services Hillsborough
	Services: Administration of High Risk Medications (Outpatient) Anesthesia (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
UNC Hospitals	Joint Commission Certified Programs:
Hillsborough Campus 430 Waterstone Drive Hillsborough, NC 27278	 Joint Replacement - Hip Joint Replacement - Knee
	Other Clinics/Practices located at this site:
	Sterile Compounding PharmacyUNCH Hospitals Oncology Hillsborough Campus
	Services:
	 CT Scanner (Imaging/Diagnostic Services) Dialysis Unit (Inpatient) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Gastroenterology (Surgical Services) Gynecological Surgery (Surgical Services) Hazardous Medication Compounding (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) Neurosurgery (Surgical Services) Non-Sterile Medication Compounding (Inpatient) Non-Sterile Medication Compounding (Inpatient)









FIIIIIai	y Location
Lo	cations of Care

UNC Hospitals Outpatient Center at Eastowne 100 Eastowne Drive

Floors 1-4 Chapel Hill, NC 27514

Available Services

- Other Clinics/Practices located at this site: • UNC Hospitals Benign Hematology Clinic
 - **UNC Hospitals Diabetes &** Endocrinology Clinic
 - 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 Pulmonary Specialty Clinic
- UNC Hospitals Radiology Clinic
- UNC Hospitals Rheumatology Specialty Clinic
- UNC Hospitals Sterile Compounding Pharmacy
- UNC Hospitals Therapeutic Infusion Center
- UNC Hospitals Urology Clinic

Services:

- Administration of High Risk Medications (Outpatient)
- Anesthesia (Outpatient)
- Hazardous Medication Compounding (Outpatient)
- High Risk Sterile Medication Compounding (Outpatient)
- **Outpatient Clinics (Outpatient)**
- Perform Invasive Procedure (Outpatient)

UNC Hospitals Pain **Management Center** 6330 Quadrangle Drive Suite 200

Chapel Hill, NC 27517

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

- Administration of High Risk Medications (Outpatient)
- Anesthesia (Outpatient)
- Outpatient Clinics (Outpatient)
- Perform Invasive Procedure (Outpatient)

University of North Carolina Hospitals

101 Manning Drive, Chapel Hill, NC

Org ID: 6478







Locations of Care

* Primary Location

Locations of Care	Available Services			
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)			
UNC Hospitals Youth Behavioral Health 100 H Street Butner, NC 27509	Services: Behavioral Health (24-hour Acute Care/Crisis Stabilization - Child/Youth) Case Management (Non 24 Hour Care - Child/Youth) Chemical Dependency (24-hour Acute Care/Crisis Stabilization - Child/Youth) (Detox/Non-detox - Child/Youth) Family Support (Non 24 Hour Care) Inpatient Unit (Inpatient) Pediatric Unit (Inpatient)			











* Primary Location

Locations of Care

University of North Carolina Hospitals * 101 Manning Drive Chapel Hill, NC 27514

Available Services

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 Children's** Specialty Clinic
- UNC Hospitals GI Procedures
- UNC Hospitals Gynecologic Oncology Clinic
- **UNC Hospitals Jason Ray** Transplant Clinic
- **UNC Hospitals Multispecialty** Surgery Clinic

- UNC Hospitals Neurology and Sleep Center
- UNC Hospitals Oral Medicine
- UNC Hospitals Pediatric Hematology Oncology Clinic
- UNC Hospitals Pediatric Rehabilitation Therapies
- **UNC Hospitals Radiation** Oncology
- UNC Hospitals Speech Therapy
- **UNC Hospitals Sterile** Compounding Pharmacy
- **UNC Hospitals Urology Clinic**

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)
- 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)

- 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)









* Primary Location

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









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.

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

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





101 Manning Drive, Chapel Hill, NC





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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



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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	Ø
	Reconciling Medication Information	Ø
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	Ø
	Marking the Procedure Site	Ø
	Performing a Time-Out	Ø

University of North Carolina Hospitals

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Org ID: 6478

Compared to other Joint









National Quality Improvement Goals

Reporting Period: January 2022 - December 2022

		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				
		Nationwide Statewide			wide	
Measure	Explanation	Hospital Results	Top Perform er Threshol d:	Average Rate:	Top Perform er Threshol d:	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.	⊕	12	26%	(ND) 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.	3% of 33 eligible Pattents	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.	63% of 384 eligible Patients	72%	50%	62%	44%
Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate	The severe rate equals the number of patients with severe complications.	9 per 1000	5	13	7	14

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