



Accreditation Quality Report





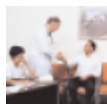
Welcome to the Joint Commission's Quality Report. We know how important reliable information is to you and your family when making health care decisions. This Quality Report will help you make the right decisions to meet your needs. Since 1951, the Joint Commission has been the national leader in setting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

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

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







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

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



Summary of Quality Information



Symbol Key


-  This organization achieved the best possible results.
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Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
 Behavioral Health Care	Accredited	3/15/2017	3/14/2017	3/14/2017
 Hospital	Accredited	3/18/2017	3/17/2017	3/17/2017

Certified Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
 Primary Care Medical Home - Hospital	Primary Care Medical Home	5/17/2017	3/17/2017	3/17/2017

Special Quality Awards

2015 ACS National Surgical Quality Improvement Program

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Behavioral Health Care	2017 National Patient Safety Goals		 *
Hospital	2017 National Patient Safety Goals		 *
National Quality Improvement Goals:			
Reporting Period: Apr 2017 - Mar 2018	Emergency Department	 ²	 ²
	Immunization	 ²	 ²
	Perinatal Care	 ²	 ²



The Joint Commission only reports measures endorsed by the National Quality Forum.



Locations of Care

* Primary Location

Locations of Care	Available Services
3 SFG Embedded Behavioral Health BLDG E-1733 Panama Way Fort Bragg, NC 28310	Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Employment Services (Non 24 Hour Care) Outpatient Clinics (Outpatient)
Army Wellness Center Bldg. 2-2015, Jackson Street Fort Bragg, NC 28310	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
Army Wellness Center Bldg. C-7417, All American Way Fort Bragg, NC 28310	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
Byars Health Clinic 2864 Woodruff Street Fort Bragg, NC 28310	Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Hospital Primary Care Medical Home Certified Clinics/Practices: <ul style="list-style-type: none"> Byars Health Clinic Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Child and Family Behavioral Health Services Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Family Support (Non 24 Hour Care) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Clark Health Clinic Bldg. 5-4257, Bastogne St. Fort Bragg, NC 28310	Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Hospital Primary Care Medical Home Certified Clinics/Practices: <ul style="list-style-type: none"> Clark Health Clinic Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Child and Family Behavioral Health Services Substance Use Disorder Clinical Care Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult) Employment Services (Non 24 Hour Care) Family Support (Non 24 Hour Care) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) Technology-Based Behavioral Health Srvs (Non 24 Hour Care - Adult)



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DoD Education Activity Mid-Atlantic School District DBA: Fort Bragg Schools PO Box 70089 Fort Bragg, NC 28307	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Albritton Elementary School Bowley Elementary School Devers Elementary School Gordon Elementary School Irwin Intermediate School Shughart Elementary School Shughart Middle School Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) Family Support (Non 24 Hour Care)
East Bragg Embedded Behavioral Health Clinic Bldg. M-4234 Golderg St Fort Bragg, NC 28310	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Behavioral Health Intensive Outpatient Program Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult) (Partial - Adult) Employment Services (Non 24 Hour Care) Outpatient Clinics (Outpatient)
Fayetteville Medical Home 2350 Bentridge Lane Fayetteville, NC 28314	Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Hospital Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Hope Mills Medical Home 3351 Southpeak Drive, Suite 100 Fayetteville, NC 28306	Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Hospital Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Intrepid Spirit Center 3908 Long Street (Bldg. 3-4303) Fort Bragg, NC 28310	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Trauma Resolution Intensive Outpatient Program Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult) (Partial - Adult) Employment Services (Non 24 Hour Care) Outpatient Clinics (Outpatient)



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Joel Health Clinic Bldg. M-4861, Logistics Avenue Fort Bragg, NC 28310	Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Hospital Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Child and Family Behavioral Health Service Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Employment Services (Non 24 Hour Care) Family Support (Non 24 Hour Care) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Linden Oaks Medical Home 55 Centennial Parkway Cameron, NC 28326	Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Hospital Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Medical One Stop - Soldier Support Center Bldg. 301-1745 Normandy Drive Fort Bragg, NC 28310	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
Preventive Medicine Services Hamilton Street (Bldg. 1-2539) Fort Bragg, NC 28307-5000	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Army Hearing Program Epidemiological Disease Control Immunizations Occupation Health Public Health Nurse Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
Robinson Health Clinic Bldg. C-1722, Tagatay Street Fort Bragg, NC 28310	Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Hospital Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Embedded Behavioral Health Clinic Substance Use Disorder Clinical Care Services: <ul style="list-style-type: none"> Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult) Employment Services (Non 24 Hour Care) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)



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Locations of Care	Available Services
Soldier Readiness Center 383 Maynard Street (Bldg. 307) Fort Bragg, NC 28310	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Physical Exams Clinic Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
Sunny Point Occupational Health Clinic 597th USA TTG-Sunny Point Southport, NC 28461	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
Traumatic Brain Injury Clinic (located in Intrepid Spirit) 3908 Long Street (Bldg. 3-4303) Fort Bragg, NC 28310	Services: <ul style="list-style-type: none"> Case Management (Non 24 Hour Care - Adult) Employment Services (Non 24 Hour Care) Outpatient Clinics (Outpatient)
West Bragg Embedded Behavioral Health Clinic Bldg. D-3145, Mederet St. Fort Bragg, NC 28310	Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Employment Services (Non 24 Hour Care) Outpatient Clinics (Outpatient)
WHSC Embedded Behavioral Health Clinic 2817 Reilly Road (Bldg. 4-3219) Fort Bragg, NC 28310	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Family Advocacy Program (FAP) Multi-Discipline Behavioral Health Substance Use Disorder Clinical Care Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult) Employment Services (Non 24 Hour Care) Family Support (Non 24 Hour Care) Mental Health/Child/Youth (Non 24 Hour Care - Child/Youth) Technology-Based Addiction Services (Non 24 Hour Care, Non-detox) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)



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Locations of Care	Available Services
Womack Army Medical Center * 2817 Reilly Road Fort Bragg, NC 28310	Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Hospital Primary Care Medical Home Certified Clinics/Practices: <ul style="list-style-type: none"> Family Residence Medicine Clinic Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Early Educational and Developmental Intervention Service Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult) (24-hour Acute Care/Crisis Stabilization - Adult) (Partial - Adult) Cardiac Catheterization Lab (Surgical Services) Case Management (Non 24 Hour Care - Adult) Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult) CT Scanner (Imaging/Diagnostic Services) Developmental Disabilities - Programs / Services (Day Programs - Child/Youth) (Partial - Child/Youth) Ear/Nose/Throat Surgery (Surgical Services) Eating Disorders (Outpatient) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Employment Services (Non 24 Hour Care) Family Support (Non 24 Hour Care) Gastroenterology (Surgical Services) General Laboratory Tests GI or Endoscopy Lab (Imaging/Diagnostic Services) Gynecological Surgery (Surgical Services) Gynecology (Inpatient) In-Home Behavioral Health Services (Non 24 Hour Care - Child/Youth) Inpatient Unit (Inpatient) Interventional Radiology (Imaging/Diagnostic Services) Labor & Delivery (Inpatient) Mental Health/Child/Youth (Outpatient - Child/Youth) (Non 24 Hour Care - Child/Youth) Nuclear Medicine (Imaging/Diagnostic Services) Ophthalmology (Surgical Services) Orthopedic Surgery (Surgical Services) Outpatient Clinics (Outpatient) Pediatric Cardiology (Inpatient - Child/Youth) (Outpatient - Child/Youth) Pediatric Dentistry (Inpatient - Child/Youth) (Outpatient - Child/Youth) Pediatric Emergency Medicine (Inpatient - Child/Youth) (Outpatient - Child/Youth) Pediatric Endocrinology (Outpatient - Child/Youth) Pediatric General Surgery (Inpatient - Child/Youth) (Outpatient - Child/Youth) Pediatric Nephrology (Outpatient - Child/Youth) Pediatric Otolaryngology (Inpatient - Child/Youth) (Outpatient - Child/Youth) Pediatric Unit (Inpatient) Plastic Surgery (Surgical Services) Post Anesthesia Care Unit (PACU) (Inpatient) Sleep Laboratory (Sleep Laboratory) Surgical Unit (Inpatient) Teleradiology (Imaging/Diagnostic Services) Thoracic Surgery (Surgical Services) Ultrasound (Imaging/Diagnostic Services) Urology (Surgical Services) Vascular Surgery (Surgical Services)



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







2017 National Patient Safety Goals

Symbol Key

-  The organization has met the National Patient Safety Goal.
-  The organization has not met the National Patient Safety Goal.
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Behavioral Health Care




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

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



















2017 National Patient Safety Goals

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Hospital






Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	
	Eliminating Transfusion Errors	
Improve the effectiveness of communication among caregivers.	Timely Reporting of Critical Tests and Critical Results	
Improve the safety of using medications.	Labeling Medications	
	Reducing Harm from Anticoagulation Therapy	
	Reconciling Medication Information	
Reduce the harm associated with clinical alarm systems.	Use Alarms Safely on Medical Equipment	
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	
	Preventing Multi-Drug Resistant Organism Infections	
	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 2017 - March 2018



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Compared to other Joint Commission Accredited Organizations

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

Compared to other Joint Commission Accredited Organizations

Measure	Explanation	Hospital Results	Compared to other Joint Commission Accredited Organizations			
			Nationwide		Statewide	
			Top 10% Scored at Most:	Weighted Median:	Top 10% Scored at Most:	Weighted Median:
Admit Decision Time to ED Departure Time for Admitted Patients	The amount of time (in minutes) it takes from the time the physician decides to admit a patient into the hospital from the Emergency Department until the patient actually leaves the ED to go to the inpatient unit.	 ² 114.00 minutes 274 eligible Patients	55.00	135.00	60.32	122.50
Median Time from ED Arrival to ED Departure for Admitted ED Patients	The amount of time (in minutes) from the time the patient arrives in the Emergency Department until the patient is admitted as an inpatient into the hospital.	 ² 343.00 minutes 284 eligible Patients	205.00	319.00	232.34	312.33



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Compared to other Joint Commission Accredited Organizations

Measure Area	Explanation	Nationwide	Statewide
Immunization	This evidence-based prevention measure set assesses immunization activity for pneumonia and influenza.	 2	 2

Compared to other Joint Commission Accredited Organizations

Measure	Explanation	Compared to other Joint Commission Accredited Organizations				
		Hospital Results	Nationwide Top 10% Scored at Least:	Average Rate:	Statewide Top 10% Scored at Least:	Average Rate:
Influenza Immunization	This prevention measure addresses acute care hospitalized inpatients age 6 months and older who were screened for seasonal influenza immunization status and were vaccinated prior to discharge if indicated.	 54% of 326 eligible Patients	100%	94%	100%	95%



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Compared to other Joint Commission Accredited Organizations

Measure Area	Explanation	Nationwide	Statewide
Perinatal Care	This category of evidenced based measures assesses the care of mothers and newborns.	2	2

Compared to other Joint Commission Accredited Organizations

Measure	Explanation	Hospital Results	Nationwide		Statewide	
			Top 10% Scored at Least:	Average Rate:	Top 10% Scored at Least:	Average Rate:
Antenatal Steroids	This measure reports the overall number of mothers who were at risk of preterm delivery at 24-32 weeks gestation receiving antenatal steroids prior to delivering preterm newborns. Antenatal steroids are steroids given before birth.	 100% of 4 eligible Patients	100%	98%	100%	99%
Elective Delivery	This measure reports the overall number of mothers who had elective vaginal deliveries or elective cesarean sections at equal to and greater than 37 weeks gestation. An elective delivery is the delivery of a newborn(s) when the mother was not in active labor or presented with spontaneous ruptured membranes prior to medical induction and/or cesarean section.	 3% of 36 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.	 71% of 439 eligible Patients	73%	51%	66%	45%



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