



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.



Summary of Quality Information



Symbol Key


-  This organization achieved the best possible results.
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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 | 2/26/2020 | 2/25/2020 | 2/25/2020 |
|  Hospital | Accredited | 6/4/2022 | 2/28/2020 | 6/3/2022 |

| Certified Programs | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
|--|---------------------------|----------------|-----------------------|--------------------------|
|  Primary Care Medical Home - Hospital | Primary Care Medical Home | 2/29/2020 | 2/28/2020 | 6/3/2022 |

Special Quality Awards

2015 ACS National Surgical Quality Improvement Program

| | | Compared to other Joint Commission Accredited Organizations | |
|---|---------------------------------------|--|--|
| | | Nationwide | Statewide |
| Behavioral Health Care and Human Services | 2020 National Patient Safety Goals |  |  * |
| | 2022 National Patient Safety Goals |  |  * |
| Hospital | National Quality Improvement Goals: | | |
| | Reporting Period: Apr 2020 - Mar 2021 |  ² |  ² |



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



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|---|---|
| Army Wellness Center DBA: Army Wellness Center 901 Armistead Street 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 Services: <ul style="list-style-type: none"> 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"> Clark Embedded Behavioral Health Clinic Substance Use Disorder Care Clinic Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Case Management (Non 24 Hour Care - Adult) Community Integration (Non 24 Hour Care) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |
| 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 Poole Elementary School Shughart Elementary School Shughart Middle School Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Child/Youth) (Partial Hospitalization - Child/Youth) Case Management (Non 24 Hour Care - Adult/Child/Youth) Family Support (Non 24 Hour Care) |
| East Bragg Embedded Behavioral Health Clinic Bldg. M-4234 Goldberg St Fort Bragg, NC 28310 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Case Management (Non 24 Hour Care - Adult) Community Integration (Non 24 Hour Care) |



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|---|---|
| Fayetteville Rehabilitation Center 4101 Raeford Rd Suite 100B Fayetteville, NC 28304-3359 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Hope Mills Medical Home 3351 South Peak 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 Traumatic Brain Injury Clinic Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Case Management (Non 24 Hour Care - Adult) Community Integration (Non 24 Hour Care) Outpatient Clinics (Outpatient) |
| Joel Health Clinic Bldg. M-4861, Logistics Street Fort Bragg, NC 28310 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Exceptional Development Intervention Services (EDIS) Exception Family Member Program (EFMP) Joel Pediatric Center of Excellence Services: <ul style="list-style-type: none"> 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) |
| Pope Army Airfield Military and Family Support Center DBA: 43rd MDS Behavioral Health Clinic 829 Armistead Street, Bldg 430 Pope Army Airfield, NC 28308 | Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult) (Partial Hospitalization - Adult) Family Support (Non 24 Hour Care) |



Locations of Care

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| Locations of Care | Available Services |
|---|---|
| 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 Drive 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"> • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient) |
| 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 6280 Sunny Point Road, Bldg. 25 Southport, NC 28461 | Services: <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) |
| West Bragg Embedded Behavioral Health Clinic Bldg. D-3145, 3986 Mederet St. Fort Bragg, NC 28310 | Services: <ul style="list-style-type: none"> • Behavioral Health (Non 24 Hour Care - Adult) • Case Management (Non 24 Hour Care - Adult) • Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult) • Community Integration (Non 24 Hour Care) |



Locations of Care

* Primary Location

| 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 (24-hour Acute Care/Crisis Stabilization - Adult) Cardiac Catheterization Lab (Surgical Services) Community Integration (Non 24 Hour Care) CT Scanner (Imaging/Diagnostic Services) Developmental Disabilities - Programs / Services (Non 24 Hour Care - Child/Youth) Ear/Nose/Throat Surgery (Surgical Services) Eating Disorders (Outpatient) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) 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) Hazardous Medication Compounding (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) 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) Plastic Surgery (Surgical Services) Post Anesthesia Care Unit (PACU) (Inpatient) Sleep Laboratory (Sleep Laboratory) Sterile Medication Compounding (Inpatient) 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 |
| Womack Health and Support Center (WHSC) 2817 Reilly Road (Bldg. 4-3219) Fort Bragg, NC 28310 | Other Clinics/Practices located at this site: <ul style="list-style-type: none">• Addiction Intensive Outpatient Program• Family Advocacy Program (FAP)• Multi-Discipline Behavioral Health• Psychological Health Intensive Outpatient Program• Substance Use Disorder Clinical Care Services: <ul style="list-style-type: none">• Addiction Services/Adult (Non-detox - Adult)• Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult) (Partial Hospitalization - Adult)• Chemical Dependency (Day Programs - Adult) (Non 24 Hour Care - Adult) (Partial Hospitalization - Adult) (Non-detox - Adult)• Family Support (Non 24 Hour Care) |







2020 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.
-  The Goal is not applicable for this organization.

Behavioral Health Care and Human Services




| Safety Goals | Organizations Should | Implemented |
|---|---|---|
| Improve the accuracy of patient identification. | 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."



2022 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.
-  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 |  |
| 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 |  |
| 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

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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 | 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: |
| 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. | | 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 12 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. | 72% of 735 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. | 2298% of 1653 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. | 3448% of 1653 eligible Patients | 1508% | 3084% | 1681% | 2848% |



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Compared to other Joint Commission Accredited Organizations

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|---|--|--|---|---------------|-------------------------------|---------------|
| | | | 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. |  1149% of 1653 eligible Patients | Top 10% Scored at Least: 501% | 1303% | Top 10% Scored at Least: 657% | 1186% |



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