Quality Check®

Northern Hospital District of Surry County

DBA: Northern Regional Hospital,

830 Rockford Street, Mount Airy, NC

Org ID: 6531

Accreditation Quality Report

The Joint Commission

Version: 10

Date: 10/2/2019

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.
- 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
Hospital	Accredited	5/6/2017	5/5/2017	5/5/2017
Laboratory	Accredited	7/29/2017	7/26/2019	7/26/2019

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

Pathology and Clinical Laboratory

Hospital

Advanced Certification Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
Primary Stroke Center	Certification	12/9/2017	12/8/2017	12/8/2017

Special Quality Awards

2014 Top Performer on Key Quality Measures®
2013 Top Performer on Key Quality Measures®

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Hospital	**2017National Patient Safety Goals**	✓	N/A *
	National Quality Improvement Goals:		
Reporting Period: Apr 2018 - Mar 2019	Emergency Department	N/D [2]	N/D [2]
	Perinatal Care	N/D [2]	N/D [2]
Laboratory	**2017National Patient Safety Goals**	✓	N/A *

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



Locations of Care

* Primary Location

Locations of Care	Available Services
Northern Hospital District of Surry County DBA: Northern Pediatrics 100 North Pointe Boulevard Mount Airy, NC 27030	**Services:** • General Laboratory Tests • Outpatient Clinics (Outpatient)
Northern Hospital District of Surry County * DBA: Northern Regional Hospital 830 Rockford Street Mount Airy, NC 27030	**Joint Commission Advanced Certification Programs:** • Primary Stroke Center **Other Clinics/Practices located at this site:** • Northern Cardiac Rehabilitation **Services:** • CT Scanner (Imaging/Diagnostic Services) • Ear/Nose/Throat Surgery (Surgical Services) • EEG/EKG/EMG Lab (Imaging/Diagnostic Services) • 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) • Labor & Delivery (Inpatient) • Magnetic Resonance Imaging (Imaging/Diagnostic Services) • Medical /Surgical Unit (Inpatient) • Medical ICU (Intensive Care Unit) • Non-Sterile Medication Compounding (Inpatient) • Normal Newborn Nursery (Inpatient) • Nuclear Medicine (Imaging/Diagnostic Services) • Ophthalmology (Surgical Services) • Orthopedic Surgery (Surgical Services) • Outpatient Clinics (Outpatient) • Positron Emission Tomography (PET) (Imaging/Diagnostic Services) • Post Anesthesia Care Unit (PACU) (Inpatient) • Sterile Medication Compounding (Inpatient) • Swing Beds • Teleradiology (Imaging/Diagnostic Services) • Toxicology • Ultrasound (Imaging/Diagnostic Services) • Urology (Surgical Services)
Northern Hospital District of Surry County DBA: Northern Urology 423 S. South Street, Suite 101 Mount Airy, NC 27030	**Services:** • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
Northern Hospital District of Surry County DBA: Northern Obstetrics & Gynecology 510 S. South Street Mount Airy, NC 27030	**Services:** • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)



Locations of Care

* Primary Location

Locations of Care	Available Services
Northern Hospital District of Surry County DBA: Northern Rehab 314 S. South Street, Suite 100 Mount Airy, NC 27030	**Other Clinics/Practices located at this site:** • Northern **Services:** • Outpatient Clinics (Outpatient)
Northern Hospital District of Surry County DBA: Northern Cardiology 708 S South Street, Suite 200 Mount Airy, NC 27030	**Services:** • General Laboratory Tests • Outpatient Clinics (Outpatient)
Northern Hospital District of Surry County DBA: Northern Pain Management 110 Dutchman's Court Elkin, NC 28621	**Services:** • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient) • Toxicology
Northern Hospital District of Surry County DBA: Northern Pain Management 708 S. South Street, Suite 400 Mount Airy, NC 27030	**Services:** • Outpatient Clinics (Outpatient)
Northern Hospital District of Surry County DBA: Northern Gastroenterology 708 S South Street, Suite 100 Mount Airy, NC 27030	**Services:** • General Laboratory Tests • Outpatient Clinics (Outpatient)
Northern Hospital District of Surry County DBA: Northern Family Medicine 280 N Pointe Blvd Mount Airy, NC 27030	**Services:** • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
Northern Hospital District of Surry County DBA: Northern Orthopaedics 314 S. South Street, Suite 100 Mount Airy, NC 27030	**Services:** • Outpatient Clinics (Outpatient)
Northern Hospital District of Surry County DBA: Northern General Surgery 708 S South Street, Suite 100 Mount Airy, NC 27030	**Services:** • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)



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.
- 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."

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

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Reporting Period: April 2018 - March 2019

Measure Area	Explanation	Compared to other Joint Commission Accredited Organizations: Nationwide	Statewide
Emergency Department	This category of evidence based measures assesses the time patients remain in the hospital Emergency Department prior to inpatient admission.	N/D 2	N/D 2

Measure	Explanation	Hospital Results	Compared to other Joint Commission Accredited Organizations: Nationwide Top 10% Scored at Most:	Nationwide Weighted Median:	Statewide Top 10% Scored at Most:	Statewide 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.	N/D 2 110.00 minutes 724 eligible Patients	55.00	136.00	58.54	128.59

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

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National Quality Improvement Goals

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Reporting Period: April 2018 - March 2019

Measure Area	Explanation	Compared to other Joint Commission Accredited Organizations: Nationwide	Statewide
Perinatal Care	This category of evidenced based measures assesses the care of mothers and newborns.	N/D 2	N/D 2

Measure	Explanation	Hospital Results	Compared to other Joint Commission Accredited Organizations: Nationwide Top 10% Scored at Least:	Nationwide Average Rate:	Statewide Top 10% Scored at Least:	Statewide 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.	N/D 4 ----	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 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.	4% of 25 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.	35% of 282 eligible Patients	73%	52%	66%	46%

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2017 National Patient Safety Goals

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Laboratory

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	✓
Reduce the risk of health care-associated infections	Meeting Hand Hygiene Guidelines	✓