



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.
- This organization's performance is above the target range/value.
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| Accreditation Programs | Accreditation Decision | Effective Date | Last Full Survey Date | Last On-Site Survey Date |
|------------------------|------------------------|----------------|-----------------------|--------------------------|
| Hospital | Accredited | 12/13/2014 | 12/12/2014 | 12/12/2014 |

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

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 | Last On-Site Review Date |
|--------------------------------------|------------------------|----------------|-----------------------|--------------------------|
| Advanced Comprehensive Stroke Center | Certification | 5/30/2015 | 7/6/2017 | 7/6/2017 |
| Ventricular Assist Device | Certification | 8/5/2015 | 8/4/2015 | 8/4/2015 |

| Certified Programs | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
|-----------------------------|------------------------|----------------|-----------------------|--------------------------|
| Acute Myocardial Infarction | Certification | 8/1/2015 | 7/31/2015 | 7/31/2015 |
| Chest Pain | Certification | 2/3/2017 | 12/12/2016 | 12/12/2016 |
| Heart Failure | Certification | 7/31/2015 | 8/16/2017 | 8/16/2017 |
| Joint Replacement - Hip | Certification | 4/18/2017 | 4/17/2017 | 4/17/2017 |
| Joint Replacement - Knee | Certification | 4/18/2017 | 4/17/2017 | 4/17/2017 |

Other Accredited Programs/Services

- Hospital (Accredited by American College of Surgeons-Commission on Cancer (ACoS-COC))

Special Quality Awards

- 2014 Top Performer on Key Quality Measures®
- 2015 Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
- 2014 Gold Plus Get With The Guidelines - Stroke
- 2012 ACS National Surgical Quality Improvement Program
- 2010 Silver - The Medal of Honor for Organ Donation



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Hospital

2014 National Patient Safety Goals

National Quality Improvement Goals:

Reporting
Period:
Oct 2015 -
Sep 2016

Emergency Department

Immunization

Stroke Care

Venous Thromboembolism (VTE)

Compared to other Joint Commission Accredited
Organizations

Nationwide

Statewide



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



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|--|---|
| Abdominal Organ Transplant Program DBA: Transplant Clinic 140 Charlois Blvd. Winston Salem, NC 27103 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Dermatology Surgery - Country Club DBA: Provider Based Clinics 4618 Country Club Road Winston Salem, NC 27104 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> General Dermatology NCBH Outpatient Clinic Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |
| Dialysis Access Group - Miller 120 Miller Street Winston Salem, NC 27103 | Services: <ul style="list-style-type: none"> Anesthesia (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |
| Downtown Health Plaza 1200 N Martin Luther King Jr., Drive Winston Salem, NC 27101 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Adult Medicine-Downtown Health Plaza Obstetrics and Gynecology-Downtown Health Plaza Pediatrics-Downtown Health Plaza Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Family Medicine - Piedmont Plaza 1920 West First Street Winston Salem, NC 27157 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Hematology and Oncology - Elkin 401 Eldon Parks Dr. Elkin, NC 28621 | Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |
| Hematology and Oncology - Mt. Airy 450 Price Street Mount Airy, NC 27030 | Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |
| Hematology and Oncology - Premier 4515 Premier Dr. High Point, NC 27265 | Services: <ul style="list-style-type: none"> Administration of Blood Product (Outpatient) Administration of High Risk Medications (Outpatient) Outpatient Clinics (Outpatient) |



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|--|--|
| Medical Plaza Clemmons NCBH Clinics 2311 Lewisville-Clemmons Road Clemmons, NC 27012 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Allergy, Asthma and Immunology-Clemmons Brenner Children's Specialty Services-Clemmons Hematology and Oncology-Clemmons Pediatrics-Clemmons University Internal Medicine-Clemmons Services: <ul style="list-style-type: none"> Administration of Blood Product (Outpatient) Administration of High Risk Medications (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |
| Medical Plaza Clemmons of NCBH Clinics 2341 Lewisville-Clemmons Road Clemmons, NC 27012 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Breast Care Services-Clemmons ENT/Head and Neck Surgery-Clemmons Neurology-Clemmons Obstetrics and Gynecology-Clemmons Spine Center-Clemmons Vein Services-Clemmons Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |
| Medical Plaza Country Club DBA: Provider Based Clinic 4610 Country Club Road Winston Salem, NC 27104 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Cardiology - Country Club NC Baptist Hospital Clinics Diabetes and Endocrinology Center - Adult Diabetes Center - Pediatrics Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |
| Medical Plaza-Miller 131 Miller Street Winston Salem, NC 27103 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> ENT/Head and Neck Surgery - Comp Rehab Orthopaedics - Multispecialty Clinic Medical Plaza Miller Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|--|--|
| North Carolina Baptist Hospital * DBA: Wake Forest Baptist Medical Center Medical Center Boulevard Winston Salem, NC 27157 | Joint Commission Advanced Certification Programs: <ul style="list-style-type: none"> Advanced Comprehensive Stroke Center Ventricular Assist Device Joint Commission Certified Programs: <ul style="list-style-type: none"> Acute Myocardial Infarction Chest Pain Heart Failure Joint Replacement - Hip Joint Replacement - Knee Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Bone Marrow Transplant Outpatient Clinic Brenner Children's Hospital, Pediatric Otolaryngology (ENT) Eye Center - Janeway Geriatrics Clinic Hematology and Oncology Internal Medicine Multispecialty Clinics - Janeway Neurology Neurology Pediatrics Neuromuscular Clinic Neuropsychology Neurosurgery Clinic Pediatric Hematology and Oncology Clinic Pediatric Specialties - Brenner Children's Hospital Physical Medicine and Rehab Preoperative Assessment Clinic Radiation Oncology Surgery Multispecialty Clinics - Janeway Surgical Oncology - Comprehensive Cancer Center Wound Care and Hyperbaric Chamber <hr/> Services: <ul style="list-style-type: none"> Brachytherapy (Imaging/Diagnostic Services) Burn Unit (Inpatient) Cardiac Catheterization Lab (Surgical Services) Cardiac Surgery (Surgical Services) Cardiothoracic Surgery (Surgical Services) Cardiovascular Unit (Inpatient) Coronary Care Unit (Inpatient) CT Scanner (Imaging/Diagnostic Services) Dialysis Unit (Inpatient) Ear/Nose/Throat Surgery (Surgical Services) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Gastroenterology (Surgical Services) GI or Endoscopy Lab (Imaging/Diagnostic Services) Neuro/Spine Unit (Inpatient) Neurosurgery (Surgical Services) Nuclear Medicine (Imaging/Diagnostic Services) Ophthalmology (Surgical Services) Orthopedic Surgery (Surgical Services) Orthopedic/Spine Unit (Inpatient) Outpatient Clinics (Outpatient) Pediatric Unit (Inpatient) 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) Sleep Laboratory (Sleep Laboratory) |



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|--|--|
| | <ul style="list-style-type: none"> Gynecological Surgery (Surgical Services) Gynecology (Inpatient) Hematology/Oncology Unit (Inpatient) Inpatient Unit (Inpatient) Interventional Radiology (Imaging/Diagnostic Services) Magnetic Resonance Imaging (Imaging/Diagnostic Services) Medical /Surgical Unit (Inpatient) Medical ICU (Intensive Care Unit) Neuro/Spine ICU (Intensive Care Unit) 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) |
| Pain Services - Brookstown 605 Cotton Street Winston Salem, NC 27101 | Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Anesthesia (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |
| Stratford Executive Park 500 Shepherd St. Suites 200, 201, 300 Winston Salem, NC 27103 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Comprehensive Fetal Care Center Gastroenterology, Rheumatology, Neurology - Shepherd Street Obstetrics & Gynecology Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |
| University Internal Medicine-Country Club NC Baptist Hospital 4614 Country Club Road Winston Salem, NC 27104 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Weight Management Center-Country Club NC Baptist Hospital CI Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Winston East Pediatrics of Baptist Hospital 2295 E. 14th Street Winston Salem, NC 27101 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |



2014 National Patient Safety Goals

Symbol Key

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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 |  |
| Use Alarms Safely | 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: October 2015 - September 2016

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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. | 2 109.00 minutes 780 eligible Patients | 53.00 | 124.00 | 59.40 | 110.52 |
| 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. | 2 332.00 minutes 782 eligible Patients | 202.00 | 311.00 | 231.07 | 297.92 |



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National Quality Improvement Goals

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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. |  91% of 827 eligible Patients | 100% | 94% | 99% | 96% |



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Compared to other Joint Commission
Accredited Organizations

| Measure Area | Explanation | Nationwide | Statewide |
|--------------|--|---|---|
| Stroke Care | This category of evidence based measures assesses the overall quality of care provided to Stroke (STK) patients. |  2 |  2 |

Compared to other Joint Commission
Accredited Organizations

| Measure | Explanation | Hospital Results | Compared to other Joint Commission Accredited Organizations | | | |
|----------------------|--|---|---|---------|--------------------------|---------|
| | | | Nationwide | Average | Statewide | Average |
| | | | Top 10% Scored at Least: | Rate: | Top 10% Scored at Least: | Rate: |
| Thrombolytic Therapy | Acute ischemic stroke patients who receive a medicine that breaks up blood clots (thrombolytic therapy) within 180 minutes of stroke symptom onset. This measure reports how quickly ischemic stroke patients were given a medication that breaks up blood clots (thrombolytic therapy). Breaking up blood clots increases blood flow to the brain. If blood flow is returned to the brain quickly during a stroke, the risk of brain damage and loss of physical function is decreased. The medicine that breaks up clots in the arteries and allows the return of normal blood flow is called thrombolytic therapy or "t-PA". It is important that this medicine be given quickly after an ischemic stroke is diagnosed. |  100% of 37 eligible Patients | 100% | 90% | 100% | 92% |



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Commission
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| Measure Area | Explanation | Nationwide | Statewide |
|------------------------------|---|--------------|--------------|
| Venous Thromboembolism (VTE) | This category of evidence-based measures assesses the overall quality of care related to prevention and treatment of blood clots. | 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 Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| VTE Discharge Instructions | Patients with blood clots who were discharged to home, home with home health, home hospice or discharged/transferred to court/law enforcement on a blood thinning medication with written information. This measure reports the percent of patients who went home on warfarin who received instructions about compliance issues, dietary advice, follow-up monitoring and information about the potential for adverse drug reactions/interactions. | 100% of 168 eligible Patients | 100% | 93% | 100% | 95% |



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