



# 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](mailto: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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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	11/18/2017	11/17/2017	11/12/2019

### 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	8/7/2019	8/6/2019	8/6/2019
Ventricular Assist Device	Certification	10/9/2019	10/8/2019	10/8/2019

Certified Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
Acute Myocardial Infarction	Certification	9/25/2019	9/24/2019	9/24/2019
Chest Pain	Certification	12/4/2018	12/3/2018	12/3/2018
Heart Failure	Certification	9/26/2019	9/25/2019	9/25/2019
Joint Replacement - Hip	Certification	4/16/2019	4/15/2019	4/15/2019
Joint Replacement - Knee	Certification	4/16/2019	4/15/2019	4/15/2019

### 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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		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Hospital	<b>2019 National Patient Safety Goals</b>		 *
<b>National Quality Improvement Goals:</b>			
Reporting Period:	Emergency Department	 <sup>2</sup>	 <sup>2</sup>
Oct 2018 - Sep 2019	Perinatal Care	 <sup>2</sup>	 <sup>2</sup>



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



## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>Dermatology Surgery - Country Club</b> 4618 Country Club Road Winston Salem, NC 27104	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>General Dermatology NCBH Outpatient Clinic</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Dialysis Access Group - Miller</b> 120 Miller Street Winston Salem, NC 27103	<b>Services:</b> <ul style="list-style-type: none"> <li>Anesthesia (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Downtown Health Plaza</b> 1200 N Martin Luther King Jr., Drive Winston Salem, NC 27101	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Adult Medicine-Downtown Health Plaza</li> <li>Cardiology-Downtown Health Plaza</li> <li>Care Plus</li> <li>Dermatology-Downtown Health Plaza</li> <li>Neurology-Downtown Health Plaza</li> <li>Obstetrics and Gynecology-Downtown Health Plaza</li> <li>Pediatrics-Downtown Health Plaza</li> <li>Renal-Downtown Health Plaza</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Hematology and Oncology - Elkin</b> 401 Eldon Parks Dr. Elkin, NC 28621	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of Blood Product (Outpatient)</li> <li>Administration of High Risk Medications (Outpatient)</li> <li>Hazardous Medication Compounding (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Hematology and Oncology - Mt. Airy</b> 450 Price Street Mount Airy, NC 27030	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Hazardous Medication Compounding (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Medical Plaza Clemmons NCBH Clinics</b> 2311 Lewisville-Clemmons Road Clemmons, NC 27012	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Allergy, Asthma and Immunology-Clemmons</li> <li>Brenner Children's Specialty Services-Clemmons</li> <li>Cancer Survivorship</li> <li>Hematology and Oncology-Clemmons</li> <li>Rheumatology</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of Blood Product (Outpatient)</li> <li>Administration of High Risk Medications (Outpatient)</li> <li>Hazardous Medication Compounding (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>



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<b>Medical Plaza Clemmons of NCBH Clinics</b> 2341 Lewisville-Clemmons Road Clemmons, NC 27012	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Breast Care Services-Clemmons</li> <li>Cancer Survivorship</li> <li>ENT/Head and Neck Surgery-Clemmons</li> <li>Neurology-Clemmons</li> <li>Obstetrics and Gynecology-Clemmons</li> <li>Spine Center-Clemmons</li> <li>Vein Services-Clemmons</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Medical Plaza Country Club</b> 4610 Country Club Road Winston Salem, NC 27104	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Cardiology</li> <li>Diabetes and Endocrinology Center - Adult</li> <li>Diabetes Center - Pediatrics</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Medical Plaza-Miller</b> 131 Miller Street Winston Salem, NC 27103	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>ENT/Head and Neck Surgery - Comp Rehab</li> <li>Family Medicine-Sports Medicine</li> <li>General Neurology</li> <li>Neuropsychology</li> <li>Orthopaedics - Multispecialty Clinic Medical Plaza Miller</li> <li>Physical Medicine and Rehab</li> <li>Plastic Surgery</li> <li>Rheumatology</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>





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Locations of Care	Available Services
<b>North Carolina Baptist Hospital *</b> DBA: Wake Forest Baptist Medical Center Medical Center Boulevard Winston Salem, NC 27157	<b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Advanced Comprehensive Stroke Center</li> <li>Ventricular Assist Device</li> </ul> <b>Joint Commission Certified Programs:</b> <ul style="list-style-type: none"> <li>Acute Myocardial Infarction</li> <li>Chest Pain</li> <li>Heart Failure</li> <li>Joint Replacement - Hip</li> <li>Joint Replacement - Knee</li> </ul> <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>3rd Floor CC - Cardiology, Pulmonary Medicine, Rad Onc</li> <li>9th Floor JT Neuropsychology and Neurology</li> <li>Abdominal Organ Transplant</li> <li>Apheresis</li> <li>Bone Marrow Transplant Outpatient Clinic</li> <li>Brenner Children's Hospital, Pediatric Otolaryngology (ENT)</li> <li>Cancer Survivorship Clinic 2 CC</li> <li>Device</li> <li>Eye Center - Janeway</li> <li>General Neurology 4JT</li> <li>Geriatrics Clinic</li> <li>Hematology Oncology Clinic and Neuropsychology 3CC</li> <li>Internal Medicine Multispecialty Clinics - 7JT</li> <li>Interventional Radiology Clinic</li> <li>Neurology Pediatrics</li> <li>Neurosurgery 4JT</li> <li>Pediatric Hem/Onc, Neurosurgery, Neuropsychology</li> <li>Pediatric Specialties - BCH 7th Floor</li> <li>Physical Medicine and Rehab</li> <li>Preoperative Assessment Clinic</li> <li>Radiation Oncology 1st Floor CC</li> <li>Surgery Multispecialty Clinics 5JT</li> <li>Surgical Oncology - CT, Ortho, Endocrinology, General, GYN,</li> <li>Wound Care and Hyperbaric Chamber</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult/Child/Youth)</li> <li>Brachytherapy (Imaging/Diagnostic Services)</li> <li>Burn Unit (Inpatient)</li> <li>Cardiac Catheterization Lab (Surgical Services)</li> <li>Cardiac Surgery (Surgical Services)</li> <li>Cardiothoracic Surgery (Surgical Services)</li> <li>Cardiovascular Unit (Inpatient)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Coronary Care Unit (Inpatient)</li> <li>Neuro/Spine ICU (Intensive Care Unit)</li> <li>Neuro/Spine Unit (Inpatient)</li> <li>Neurosurgery (Surgical Services)</li> <li>Non-Sterile Medication Compounding (Inpatient)</li> <li>Normal Newborn Nursery (Inpatient)</li> <li>Nuclear Medicine (Imaging/Diagnostic Services)</li> <li>Nuclear Pharmacy (Inpatient)</li> <li>Ophthalmology (Surgical Services)</li> <li>Orthopedic Surgery (Surgical Services)</li> <li>Orthopedic/Spine Unit (Inpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Pediatric Unit (Inpatient)</li> <li>Plastic Surgery (Surgical Services)</li> </ul>



## Locations of Care

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	<ul style="list-style-type: none"> <li>CT Scanner (Imaging/Diagnostic Services)</li> <li>Dialysis Unit (Inpatient)</li> <li>Ear/Nose/Throat Surgery (Surgical Services)</li> <li>EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li> <li>Family Support (Non 24 Hour Care)</li> <li>Gastroenterology (Surgical Services)</li> <li>GI or Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>Gynecological Surgery (Surgical Services)</li> <li>Gynecology (Inpatient)</li> <li>Hazardous Medication Compounding (Inpatient)</li> <li>Hematology/Oncology Unit (Inpatient)</li> <li>Inpatient Unit (Inpatient)</li> <li>Interventional Radiology (Imaging/Diagnostic Services)</li> <li>Labor &amp; Delivery (Inpatient)</li> <li>Magnetic Resonance Imaging (Imaging/Diagnostic Services)</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Medical ICU (Intensive Care Unit)</li> <li>Positron Emission Tomography (PET) (Imaging/Diagnostic Services)</li> <li>Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>Radiation Oncology (Imaging/Diagnostic Services)</li> <li>Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization)</li> <li>Sterile Medication Compounding (Inpatient)</li> <li>Surgical ICU (Intensive Care Unit)</li> <li>Surgical Unit (Inpatient)</li> <li>Teleradiology (Imaging/Diagnostic Services)</li> <li>Thoracic Surgery (Surgical Services)</li> <li>Transplant Surgery (Surgical Services)</li> <li>Ultrasound (Imaging/Diagnostic Services)</li> <li>Urology (Surgical Services)</li> <li>Vascular Surgery (Surgical Services)</li> </ul>
<b>Pain Services - Brookstown</b> 605 Cotton Street Winston Salem, NC 27101	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Anesthesia (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Stratford Executive Park</b> 500 Shepherd St. Suites 200, 201, 300 Winston Salem, NC 27103	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Comprehensive Fetal Care Center</li> <li>Gastroenterology, Rheumatology, Neurology - Shepherd Street</li> <li>General Surgery</li> <li>Obstetrics &amp; Gynecology</li> <li>Pediatric Neonatology</li> <li>Pediatric Urology</li> <li>Sleep clinic</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>





## Locations of Care




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Locations of Care	Available Services
<b>Winston East Pediatrics of Baptist Hospital</b> 2295 E. 14th Street Winston Salem, NC 27101	<b>Services:</b> <ul style="list-style-type: none"><li>• Outpatient Clinics (Outpatient)</li></ul>








## 2019 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	
	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 Infections that are difficult to treat	
	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 2018 - September 2019

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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.	<sup>2</sup>	<sup>2</sup>

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.	<sup>2</sup> 140.00 minutes 717 eligible Patients	55.00	134.00	53.77	128.95
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.	<sup>2</sup> 392.00 minutes 719 eligible Patients	200.00	344.00	219.46	318.57



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## National Quality Improvement Goals

Reporting Period: October 2018 - September 2019



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Compared to other Joint Commission  
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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:
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 40 eligible Patients	0%	2%	0%	1%



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