



# 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.
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Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
Ambulatory Care	Accredited	9/7/2018	8/22/2018	8/22/2018
Hospital	Accredited	12/10/2017	10/27/2017	11/2/2018

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

Hospital

Advanced Certification Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
Primary Stroke Center	Certification	7/26/2017	7/25/2017	7/25/2017
Ventricular Assist Device	Certification	6/7/2017	6/6/2017	6/6/2017

Certified Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
Heart Failure	Certification	7/25/2017	7/24/2017	7/24/2017

### Special Quality Awards

2015 Silver Get With The Guidelines - Resuscitation  
2013 Gold Plus Get With The Guidelines - Stroke

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Ambulatory Care	2018 National Patient Safety Goals		*
Hospital	2018 National Patient Safety Goals		*
National Quality Improvement Goals:			
Reporting Period: Apr 2017 - Mar 2018	Emergency Department	<sup>2</sup>	<sup>2</sup>
	Immunization	<sup>2</sup>	<sup>2</sup>
	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>Apex Athletic Performance</b> 903 Huger Street Columbia, SC 29201	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Celia Saxon Health Center</b> 2133 Walker Solomon Way Columbia, SC 29204	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Family Practice Clinic</b> 3209 Colonial Drive Columbia, SC 29203	<b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Northeast Diagnostic</b> DBA: Northeast Diagnostic Imaging 115 Blarney Drive Suite 206 Columbia, SC 29223	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>



## Locations of Care

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Locations of Care	Available Services
<b>Palmetto Health *</b> DBA: Palmetto Health Richland 5 Richland Medical Park Columbia, SC 29203	<b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Primary Stroke Center</li> <li>Ventricular Assist Device</li> </ul> <b>Joint Commission Certified Programs:</b> <ul style="list-style-type: none"> <li>Heart Failure</li> </ul> <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Palmetto Health Richland Advanced Heart Health Center</li> <li>Palmetto Heart</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <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>Coronary Care Unit (Inpatient)</li> <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>Gastroenterology (Surgical Services)</li> <li>GI or Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>Gynecological Surgery (Surgical Services)</li> <li>Gynecology (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>Mammography</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Medical ICU (Intensive Care Unit)</li> <li>Neuro/Spine ICU (Intensive Care Unit)</li> <li>Neuro/Spine Unit (Inpatient)</li> <li>Neurosurgery (Surgical Services)</li> <li>Normal Newborn Nursery (Inpatient)</li> <li>Nuclear Medicine (Imaging/Diagnostic Services)</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> <li>Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>Radiation Oncology (Imaging/Diagnostic Services)</li> <li>Sleep Laboratory (Sleep Laboratory)</li> <li>Sleep Studies (Outpatient)</li> <li>Surgical ICU (Intensive Care Unit)</li> <li>Surgical Unit (Inpatient)</li> <li>Thoracic Surgery (Surgical Services)</li> <li>Ultrasound (Imaging/Diagnostic Services)</li> <li>Urology (Surgical Services)</li> <li>Vascular Surgery (Surgical Services)</li> </ul>



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<b>Palmetto Health Breast Center</b> One Medical Park Drive, Suite 120 Columbia, SC 29203	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Palmetto Health MRI, Suite 110</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Palmetto Health Diagnostic Imaging</b> 3 Medical Park Drive, Suite 440 Columbia, SC 29203	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Palmetto Health Infusion Center</b> 3010 Farrow Rd, Suite 110 Columbia, SC 29203	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Physical and Speciality Therapy</li> <li>Research Physical Therapy Specialist</li> <li>Senior Primary Care</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of Blood Product (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Palmetto Health Orthopedic Rehab</b> 104 Saluda Pointe Drive Lexington, SC 29072	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Palmetto Health Orthopedic Rehab</b> 101 Business Park, 2nd floor Columbia, SC 29204	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Palmetto Health Orthopedic Rehab</b> 3221 Sunset Blvd, Suite B Lexington, SC 29072	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Palmetto Health Orthopedic Rehab</b> 3600 Forrest Drive, Suite 101 Columbia, SC 29204	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Palmetto Health Rehabilitative Care Center</b> 14 Medical Park Drive, Suite 100 Columbia, SC 29203	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Cardiac/Pulmonary Rehab</li> <li>Children's Hospital Outpatient Clinic, Suite 400</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Palmetto Health Richland Advanced Heart Health Center</b> DBA: Advanced Heart Health Center 6 Richland Medical Park Drive Columbia, SC 29203	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>



# Palmetto Health

DBA: Palmetto Health Richland,  
5 Richland Medical Park Drive, Columbia, SC

Org ID: 6588



## Locations of Care

### \* Primary Location




Locations of Care	Available Services
<b>Palmetto Health Womens Services</b> 1801 Sunset Drive Columbia, SC 29203	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Palmetto Health Internal Medicine</li> <li>Palmetto Health Orthopedics</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Parkridge Sleep Lab</b> DBA: Parkridge Sleep Lab at the Hyatt Hotel 1130 Kinley Rd. Irmo, SC 29063	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Sleep Studies (Outpatient)</li> </ul>
<b>Richland Springs</b> 11 Medical Park Drive Columbia, SC 29203	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult)</li> <li>Chemical Dependency (24-hour Acute Care/Crisis Stabilization - Adult)</li> <li>(Detox/Non-detox - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> </ul>
<b>Senior Primary Care Parkridge</b> 190 Parkridge Drive Columbia, SC 29212	<b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul>















## 2018 National Patient Safety Goals

### Symbol Key

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### Ambulatory Care




Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	
	Eliminating Transfusion Errors	
Improve the safety of using medications.	Labeling Medications	
	Reducing Harm from Anticoagulation Therapy	
	Reconciling Medication Information	
Reduce the risk of health care-associated infections	Meeting Hand Hygiene Guidelines	
	Preventing Surgical Site Infections	
Universal Protocol	Conducting a Pre-Procedure Verification Process	
	Marking the Procedure Site	
	Performing a Time-Out	





## 2018 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.	2 324.00 minutes 605 eligible Patients	55.00	135.00	57.91	115.64
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.	2 583.00 minutes 613 eligible Patients	205.00	319.00	227.47	300.09



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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					
		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.	 84% of 511 eligible Patients	100%	94%	100%	94%



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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	Compared to other Joint Commission Accredited Organizations			
			Nationwide	Average	Statewide	Average
			Top 10% Scored at Least:	Rate:	Top 10% Scored at Least:	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.	 99% of 223 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.	 5% of 187 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.	 38% of 1627 eligible Patients	73%	51%	65%	46%



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