



# 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.



## 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.
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Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
Hospital	Accredited	9/29/2018	9/28/2018	2/28/2020
Nursing Care Center	Accredited	9/27/2018	9/26/2018	9/26/2018

### 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	4/11/2019	4/10/2019	4/10/2019

Certified Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
Chest Pain	Certification	10/22/2019	10/21/2019	10/21/2019
Joint Replacement - Hip	Certification	10/30/2019	10/29/2019	10/29/2019
Joint Replacement - Knee	Certification	10/31/2019	10/30/2019	10/30/2019

### Other Accredited Programs/Services

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

### Special Quality Awards

2012 Top Performer on Key Quality Measures®

2015 Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program

### Footnote Key

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		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Hospital	<b>2020 National Patient Safety Goals</b>		*
	<b>National Quality Improvement Goals:</b>		
Reporting Period: Jan 2019 - Dec 2019	Emergency Department	<sup>2</sup>	<sup>2</sup>
	Perinatal Care	<sup>2</sup>	<sup>2</sup>









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Nursing  
Care  
Center

### 2018 National Patient Safety Goals

Compared to other Joint Commission Accredited Organizations

Nationwide

Statewide



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## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>Center for Cancer Care - Snellville</b> 1700 Tree Lane, Suite 490 Snellville, GA 30078	<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>Duluth Outpatient Center</b> DBA: Duluth Outpatient Center 3805 Pleasant Hill Road Duluth, GA 30096	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Outpatient Cardiology</li> <li>• Outpatient Center at Duluth Breast Center</li> <li>• Outpatient Center at Duluth Imaging Center</li> <li>• Outpatient Surgery Center</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>• Anesthesia (Outpatient)</li> <li>• Outpatient Clinics (Outpatient)</li> <li>• Perform Invasive Procedure (Outpatient)</li> </ul>
<b>GMC Primary Care &amp; Specialty Center Grayson</b> 1132 Athens Highway Suite 207 Grayson, GA 30017	<b>Services:</b> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Outpatient)</li> </ul>
<b>GMC Primary Care and Specialty Center Peachtree Corners</b> 5277 Peachtree Parkway Peachtree Corners, GA 30092	<b>Services:</b> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Outpatient)</li> </ul>
<b>Northside Gwinnett Extended Care Center</b> 650 Professional Drive Lawrenceville, GA 30046	<b>Services:</b> <ul style="list-style-type: none"> <li>• Dementia Care</li> <li>• On Site Pharmacy</li> <li>• Rehabilitation Services</li> <li>• Skilled Nursing Care</li> </ul>
<b>Northside Gwinnett Joan Glancy</b> 3215 McClure Bridge Road Duluth, GA 30096	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Joan Glancy Outpatient Rehab Services</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Inpatient Unit (Inpatient)</li> <li>• Non-Sterile Medication Compounding (Inpatient)</li> <li>• Outpatient Clinics (Outpatient)</li> <li>• Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization)</li> <li>• Ultrasound (Imaging/Diagnostic Services)</li> </ul>



## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>Northside Hospital Cancer Institute-GCS Athens</b> 125 King Avenue, Suite 200 Athens, GA 30606	<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>Northside Hospital Cancer Institute-NGDAC Braselton</b> 1255 Friendship Road, Suite 230 Braselton, GA 30517	<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>Northside Hospital Cancer Institute-NGDAC Gainesville</b> 1485 Jesse Jewel Parkway, Suite 330 Gainesville, GA 30501	<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>Northside Hospital Duluth</b> DBA: Johns Creek Orthopedic Surgery Center 10670 Medlock Bridge Road Duluth, GA 30097	<b>Services:</b> <ul style="list-style-type: none"> <li>• Administration of High Risk Medications (Outpatient)</li> <li>• Ambulatory Surgery Center (Outpatient)</li> <li>• Anesthesia (Outpatient)</li> <li>• Perform Invasive Procedure (Outpatient)</li> </ul>



## Locations of Care

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Locations of Care	Available Services
<b>Northside Hospital Duluth</b> 3620 Howell Ferry Road NW Duluth, GA 30096	<b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Primary Stroke Center</li> </ul> <b>Joint Commission Certified Programs:</b> <ul style="list-style-type: none"> <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>Gwinnett Medical Center - Lawrenceville</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>CT Scanner (Imaging/Diagnostic Services)</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>Hazardous Medication Compounding (Inpatient)</li> <li>Inpatient Unit (Inpatient)</li> <li>Interventional Radiology (Imaging/Diagnostic Services)</li> <li>Magnetic Resonance Imaging (Imaging/Diagnostic Services)</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Medical ICU (Intensive Care Unit)</li> <li>Non-Sterile Medication Compounding (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>Plastic Surgery (Surgical Services)</li> <li>Sterile Medication Compounding (Inpatient)</li> <li>Teleradiology (Imaging/Diagnostic Services)</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>
<b>Northside Hospital Duluth MOB - Hudgins</b> DBA: Northside Hospital Duluth MOB - Hudgins 3855 Pleasant Hill Road Duluth, GA 30096	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Center for Cancer Care</li> <li>Center for Screening Mammography</li> <li>Concussion Institute</li> <li>Duluth Family and Sports Medicine</li> </ul> <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>



Locations of Care

\* Primary Location

Locations of Care	Available Services
<b>Northside Hospital Duluth MOB at Glancy</b> DBA: Northside Hospital Duluth MOB at Glancy 3215 McClure Bridge Road Duluth, GA 30096	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"><li>Center for Weight Management</li><li>Diabetes and Nutrition Education</li><li>Gwinnett Sports Medicine Rehab</li></ul> <b>Services:</b> <ul style="list-style-type: none"><li>Outpatient Clinics (Outpatient)</li></ul>



## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>Northside Hospital Gwinnett *</b> 1000 Medical Center Blvd Lawrenceville, GA 30046	<b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Primary Stroke Center</li> </ul> <b>Joint Commission Certified Programs:</b> <ul style="list-style-type: none"> <li>Chest Pain</li> <li>Joint Replacement - Hip</li> <li>Joint Replacement - Knee</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>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>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>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>Ophthalmology (Surgical Services)</li> <li>Orthopedic Surgery (Surgical Services)</li> <li>Orthopedic/Spine Unit (Inpatient)</li> <li>Plastic Surgery (Surgical Services)</li> <li>Positron Emission Tomography (PET) (Imaging/Diagnostic Services)</li> <li>Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>Sterile Medication Compounding (Inpatient)</li> <li>Surgical Unit (Inpatient)</li> <li>Teleradiology (Imaging/Diagnostic Services)</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>



## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>Northside Hospital Gwinnett</b> DBA: GMC Pain Management Center 575 Professional Drive Suite 150 Lawrenceville, GA 30046	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Northside Hospital Gwinnett</b> DBA: GMC Health Park-Lawrenceville 665 Duluth Highway Lawrenceville, GA 30046	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Academic Internal Medicine Partners, Suite 401</li> <li>Strickland Family Medicine Center, Suite 501</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Northside Hospital Gwinnett</b> DBA: GMC Health Park-Hamilton Mill 2078-2098 Teron Trace Suite 200 & Suites 400-500 Dacula, GA 30019	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Center for Cancer Care Hamilton Mill</li> <li>Hamilton Mill Imaging Center</li> </ul> <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>Northside Hospital Gwinnett MOB 100</b> DBA: Northside Hospital Gwinnett MOB 100 100 Medical Center Boulevard Lawrenceville, GA 30046	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Wound Treatment Center</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Northside Hospital Gwinnett MOB 500</b> DBA: Northside Hospital Gwinnett MOB 500 500 Professional Way Lawrenceville, GA 30046	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Academic Internal Medicine Partners</li> <li>Diabetes and Nutrition Education</li> <li>Sports Rehabilitation</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Northside Hospital Gwinnett MOB 631</b> DBA: Northside Hospital Gwinnett MOB 631 631 Professional Drive Lawrenceville, GA 30046	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Center for Cancer Care</li> <li>Center for Weight Management</li> <li>Gwinnett Breast Center</li> <li>Imaging Center</li> </ul> <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>



## Locations of Care




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Locations of Care	Available Services
<b>Northside Hospital Sleep Disorders Center - Gainesville</b> DBA: Northside Hospital Sleep Disorders Center - Gainesville 1071 South Enota Drive NE, Suite B Gainesville, GA 30501	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>














## 2020 National Patient Safety Goals

### Symbol Key

-  The organization has met the National Patient Safety Goal.
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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: January 2019 - December 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	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>  129.00 minutes 893 eligible Patients	55.00	133.00	53.48	137.96



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## National Quality Improvement Goals

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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.	 100% of 37 eligible Patients	100%	98%	100%	99%
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.	 ---	12%	25%	13%	28%
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.	 0% of 140 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.	 26% of 555 eligible Patients	73%	51%	57%	38%
Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate	The moderate rate equals the number of patients with moderate complications.	10 2272.00 minutes 3520 eligible Patients				



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## National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

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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	Top 10% Scored at Least:	Average Rate:	Top 10% Scored at Least:	Average Rate:
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.	 10 3181.00 minutes 3520 eligible Patients				
Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate	The severe rate equals the number of patients with severe complications.	 10 909.00 minutes 3520 eligible Patients				



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## 2018 National Patient Safety Goals

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### Nursing Care Center

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	
Improve the safety of using medications.	Reducing Harm from Anticoagulation Therapy	
	Reconciling Medication Information	
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	
	Preventing Central-Line Associated Blood Stream Infections	
	Preventing Catheter-Associated Urinary Tract Infection	
Reduce the risk of patient harm resulting from falls.	Implementing a Fall Reduction Program	
Prevent health care-associated pressure ulcers (decubitus ulcers).	Assessing Resident Risk for Pressure Ulcers	

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