



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

-  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."

| Accreditation Programs | Accreditation Decision | Effective Date | Last Full Survey Date | Last On-Site Survey Date |
|--|------------------------|----------------|-----------------------|--------------------------|
|  Behavioral Health Care | Accredited | 10/3/2017 | 10/2/2017 | 10/2/2017 |
|  Home Care | Accredited | 10/6/2017 | 10/5/2017 | 10/5/2017 |
|  Hospital | Accredited | 12/15/2017 | 10/6/2017 | 12/15/2017 |

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

Home Health Agency

Hospital

| Advanced Certification Programs | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
|---|------------------------|----------------|-----------------------|--------------------------|
|  Advanced Palliative Care | Certification | 5/20/2017 | 5/19/2017 | 5/19/2017 |

Other Accredited Programs/Services

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

Special Quality Awards

2014 ACS National Surgical Quality Improvement Program

2012 Gold - The Medal of Honor for Organ Donation

2012 Hospital Magnet Award

| | | Compared to other Joint Commission Accredited Organizations | |
|------------------------|-----------------------------------|---|---|
| | | Nationwide | Statewide |
| Behavioral Health Care | 2017National Patient Safety Goals |  |  * |
| Home Care | 2017National Patient Safety Goals |  |  * |
| Hospital | 2018National Patient Safety Goals |  |  * |



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|--|---|
| Akron Children's at Beachwood 23250 Chagrin Blvd. Bldg. 5 Ste. 235 Beachwood, OH 44122 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Akron Children's at Hattie Larlham 9772 Diagonal Rd. Mantua, OH 44255 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Akron Children's at Hudson 5655 Hudson Drive Hudson, OH 44236 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Akron Children's at Hudson - Urgent Care 5655 Hudson Drive Hudson, OH 44236 | Services: <ul style="list-style-type: none"> Urgent Care (Outpatient) |
| Akron Children's at Lakehealth at TriPoint 7590 Auburn Road suite 214 Painesville, OH 44077 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Akron Children's at Millersburg - Hemophilia Clinic 1261 Wooster Road Millersburg, OH 44654 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Akron Children's at Norwalk 282 Benedict Ave Medical Park II Norwalk, OH 44857-2712 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Akron Children's at Norwalk 272 Benedict Ave. Norwalk, OH 44857 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Akron Children's at Summa, Akron City Hospital 525 East Market Street Akron, OH 44304 | Services: <ul style="list-style-type: none"> Inpatient Unit (Inpatient) Pediatric Unit (Inpatient) |



Locations of Care

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| Locations of Care | Available Services |
|--|---|
| Akron Children's Hospital Mahoning Valley 6505 Market Street Boardman, OH 44512 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) CT Scanner (Imaging/Diagnostic Services) Ear/Nose/Throat Surgery (Surgical Services) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Gastroenterology (Surgical Services) Inpatient Unit (Inpatient) Magnetic Resonance Imaging (Imaging/Diagnostic Services) Normal Newborn Nursery (Inpatient) Nuclear Medicine (Imaging/Diagnostic Services) Ophthalmology (Surgical Services) Orthopedic Surgery (Surgical Services) Outpatient Clinics (Outpatient) Pediatric Unit (Inpatient) Plastic Surgery (Surgical Services) Ultrasound (Imaging/Diagnostic Services) Urology (Surgical Services) |
| Akron Children's Hospital - North Canton Specialty Care 6100 Whipple Ave NW North Canton, OH 44720 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Akron Children's Hospital at Aultman 2600 6th street SW Canton, OH 44710 | Services: <ul style="list-style-type: none"> Inpatient Unit (Inpatient) Pediatric Unit (Inpatient) |
| Akron Children's Hospital at Kent, Maternal Fetal Medicine 1930 State Route 59, Suite C Kent, OH 44240 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Akron Children's Hospital Pediatrics - Alliance 1826 South Arch Ave. Alliance, OH 44601 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Akron Children's Hospital Pediatrics - Austintown 5480 Norquest Blvd. Youngstown, OH 44515 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Akron Children's Hospital Pediatrics - Barberton 62 Conservatory Drive Bldg. D Suite A Barberton, OH 44203 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |



Locations of Care

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|---|--|
| Akron Children's Hospital Pediatrics - Ellet 1463 Canton Road, Suite A Akron, OH 44312 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Akron Children's Hospital Pediatrics - Hudson 1365 Corporate Drive, Suite A Hudson, OH 44236 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Akron Children's Hospital Pediatrics - Lisbon 400 N. Market St. Lisbon, OH 44432 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Akron Children's Hospital Pediatrics - Mansfield 770 Balgreen Dr., Suite 101 Mansfield, OH 44906 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Akron Children's Hospital Pediatrics - Medina 3443 Medina Rd Suite 115 Medina, OH 44256 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Akron Children's Hospital Rehab Services Suite 110 Akron Children's Pediatric Specialties Suite 108 and 115 Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) Outpatient Clinics (Outpatient) |
| Akron Children's Hospital Pediatrics - New Philadelphia 1045 W. High St New Philadelphia, OH 44663 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) Outpatient Clinics (Outpatient) |
| Akron Children's Hospital Pediatrics - Ontario 2003 W. 4th St. Mansfield, OH 44906 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Akron Children's Hospital Pediatrics - Twinsburg 8054 Darrow Rd Ste 3 Twinsburg, OH 44087 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Akron Children's Hospital Pediatrics, Warren Downtown 661 Mahoning Ave, NW Warren, OH 44483 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Akron Children's Hospital Pediatrics- Akron East 891 E. Exchange St. Akron, OH 44311 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |



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|--|--|
| Akron Children's Hospital Pediatrics-Ashland 2212 Mifflin Ave. Ste 235 Ashland, OH 44805 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Akron Children's Hospital Pediatrics-Fairlawn 701 White Pond Dr Ste 100 Akron, OH 44320 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) Outpatient Clinics (Outpatient) |
| Akron Children's Hospital Pediatrics-Kent 1951 State Route 59 Kent, OH 44240 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) Outpatient Clinics (Outpatient) |
| Akron Children's Hospital Pediatrics-Perry Township 125 Whipple Ave. Canton, OH 44708 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) Outpatient Clinics (Outpatient) |
| Akron Children's Hospital Pediatrics-Tallmadge 143 Northwest Ave. Bldg D 102 Tallmadge, OH 44278 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Akron Children's Hospital Pediatrics-Wadsworth 323 High St. Suite A, Wadsworth, OH 44281 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) Outpatient Clinics (Outpatient) |
| Akron Children's Hospital Pediatrics-Warren 5000 E. Market St, Units 29 and 30 Warren, OH 44484 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Warren Rehab Warren Speciality Practice Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) Outpatient Clinics (Outpatient) |
| Akron Children's Hospital Pediatrics-Wooster 128 East Miltown Road #209 Wooster, OH 44691 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) Outpatient Clinics (Outpatient) |
| Akron Children's Hospital Pediatrics-Boardman 6505 Market St Bldg C Suite 2100 Boardman, OH 44512 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) Outpatient Clinics (Outpatient) |



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| Locations of Care | Available Services |
|--|--|
| Akron Children's Hospital Pediatrics-Ravenna 6847 North Chestnut St. Ste 200 Ravenna, OH 44266 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Akron Children's Hospital Pediatrics-Streetsboro 9318 State Route 14 Streetsboro, OH 44241 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Akron Children's Hospital Physicians-Green 1622 East Turkeyfoot Lake Road Akron, OH 44312-5277 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) Outpatient Clinics (Outpatient) |
| Akron Children's Hospital Physicians-North Canton 6046 Whipple Ave., NW North Canton, OH 44720 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) Outpatient Clinics (Outpatient) |
| Akron Children's Hospital Rehab Services in North Canton 5156 Whipple Ave. NW Canton, OH 44718 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Akron Children's Hospital Specialty Care Mansfield 371 Cline Ave Mansfield, OH 44907 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Akron Children's Hospital Urgent Care - Mansfield 371 Cline Ave Mansfield, OH 44907 | Services: <ul style="list-style-type: none"> Urgent Care (Outpatient) |
| Akron Children's Hospital- Montrose Urgent Care Center 4125 Medina Rd Akron, OH 44333 | Services: <ul style="list-style-type: none"> Urgent Care (Outpatient) |
| Akron Children's NICU @ Akron General Medical Center 1 Akron General Ave. Akron, OH 44307-2432 | Services: <ul style="list-style-type: none"> Inpatient Unit (Inpatient) Pediatric Unit (Inpatient) |
| Akron Children's North Canton Rehab II 6200 Whipple Ave NW North Canton, OH 44720 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |



Locations of Care

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| Locations of Care | Available Services |
|---|---|
| Akron Children's at Mercy Health St. Joseph's Hospital 667 Eastland Ave. SE Warren, OH 44484 | Services: <ul style="list-style-type: none"> Inpatient Unit (Inpatient) Normal Newborn Nursery (Inpatient) Pediatric Unit (Inpatient) |
| Akron Children's at Wooster Community Hospital 1761 Beall Ave Wooster, OH 44691 | Services: <ul style="list-style-type: none"> Inpatient Unit (Inpatient) Pediatric Unit (Inpatient) |
| Akron Childrens Hospital Pediatric Psychiatry & Psychology 388 South Main Street Akron, OH 44311 | Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Child/Youth) (Non 24 Hour Care - Child/Youth) (Partial - Child/Youth) |
| Akron Childrens Hospital Pediatrics - Brecksville 7001 S Edgerton Rd Ste 500 Brecksville, OH 44141 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Center for Allergy & Immunology 130 W. Exchange Street Akron, OH 44302 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Child Advocacy Center Canton 213 Market Ave., N Canton, OH 44702-1440 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Children's at St. Elizabeth NICU 8401 Market Street Youngstown, OH 44512 | Services: <ul style="list-style-type: none"> Inpatient Unit (Inpatient) Pediatric Unit (Inpatient) |
| Children's Home Care Group 185 West Cedar Street Akron, OH 44307 | Services: <ul style="list-style-type: none"> Durable Medical Equipment Enteral Equipment and/or Supplies Enteral Nutrients External Infusion Pump Supplies External Infusion Pumps Home Health Aides Home Health, Non-Hospice Services Medical Social Services Nebulizers Equipment Parenteral Equipment and/or Supplies Parenteral Nutrients Personal Care/Support Non-Hospice Pharmacy, Clinical Consulting Services Pharmacy/Dispensary, General Services Prosthetics (Home Medical Equipment) Respiratory Equipment Skilled Nursing Services Speech Language Pathology Supplies Surgical Dressings Ultraviolet Light Devices Urological Supplies |



Locations of Care

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| Locations of Care | Available Services |
|--|---|
| Children's Hospital Medical Center of Akron * DBA: Akron Children's Hospital 1 Perkins Square Akron, OH 44308-1082 | Joint Commission Advanced Certification Programs: <ul style="list-style-type: none"> Advanced Palliative Care Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) (24-hour Acute Care/Crisis Stabilization - Child/Youth) Burn Unit (Inpatient) Cardiac Catheterization Lab (Surgical Services) Cardiac Surgery (Surgical Services) Cardiothoracic Surgery (Surgical Services) 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) Gynecological Surgery (Surgical Services) Hematology/Oncology Unit (Inpatient) Inpatient Unit (Inpatient) Interventional Radiology (Imaging/Diagnostic Services) Labor & Delivery (Inpatient) Magnetic Resonance Imaging (Imaging/Diagnostic Services) Medical /Surgical Unit (Inpatient) Medical ICU (Intensive Care Unit) Neurosurgery (Surgical Services) Nuclear Medicine (Imaging/Diagnostic Services) Ophthalmology (Surgical Services) Orthopedic Surgery (Surgical Services) Outpatient Clinics (Outpatient) Pediatric Unit (Inpatient) Plastic Surgery (Surgical Services) Post Anesthesia Care Unit (PACU) (Inpatient) Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization) Sleep Laboratory (Sleep Laboratory) Surgical Unit (Inpatient) Teleradiology (Imaging/Diagnostic Services) Thoracic Surgery (Surgical Services) Ultrasound (Imaging/Diagnostic Services) Urology (Surgical Services) Vascular Surgery (Surgical Services) |
| Family Child Learning Center DBA: FCLC 143 Northwest Ave. Bldg A Tallmadge, OH 44278 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Life Center Plus 5133 Darrow Rd. Hudson, OH 44236-4003 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |



Locations of Care




* Primary Location

| Locations of Care | Available Services |
|---|--|
| Mansfield Rehab 2291 West 4th St. Suite F Mansfield, OH 44906 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Maternal Fetal Medicine at Wooster 546 Winter Street Wooster, OH 44691 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Heart Center Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Maternal Fetal Medicine Mercy Medical Building 1330 Mercy Drive, NW Suite 506 Canton, OH 44708-2625 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Maternal Fetal Medicine, Medina 3985 Medina Rd, Suite 200 Medina, OH 44256 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Warren Urgent Care 5000 E. Market St. Warren, OH 44484 | Services: <ul style="list-style-type: none"> Urgent Care (Outpatient) |







2017 National Patient Safety Goals

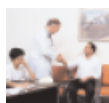
Symbol Key

-  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."

Behavioral Health Care

| Safety Goals | Organizations Should | Implemented |
|---|---|---|
| Improve the accuracy of the identification of individuals served. | Use of Two Identifiers |  |
| Improve the safety of using medications. | Reconciling Medication Information |  |
| Reduce the risk of health care-associated infections. | Meeting Hand Hygiene Guidelines |  |
| The organization identifies safety risks inherent in the population of the individuals it serves. | Identifying Individuals at Risk for Suicide |  |








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."

Home Care

| Safety Goals | Organizations Should | Implemented |
|--|---|---|
| Improve the accuracy of patient identification. | Use of Two Patient Identifiers |  |
| Improve the safety of using medications. | Reconciling Medication Information |  |
| Reduce the risk of health care-associated infections. | Meeting Hand Hygiene Guidelines |  |
| Reduce the risk of patient harm resulting from falls. | Implementing a Fall Reduction Program |  |
| The organization identifies safety risks inherent in its patient population. | Identifying Risks Associated with Home Oxygen |  |



2018 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 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 |  |