



# 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.
-  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	2/13/2016	2/12/2016	5/2/2018

### 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	9/3/2016	9/2/2016	9/2/2016

Certified Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
 Heart Failure	Certification	9/2/2016	9/1/2016	9/1/2016
 Hip Fracture	Certification	9/23/2016	9/22/2016	9/22/2016
 Joint Replacement - Hip	Certification	9/22/2016	9/21/2016	9/21/2016
 Joint Replacement - Knee	Certification	9/22/2016	9/21/2016	9/21/2016
 Joint Replacement - Shoulder	Certification	9/21/2016	9/20/2016	9/20/2016

### Other Accredited Programs/Services

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

### Special Quality Awards

- 2013 Top Performer on Key Quality Measures®
- 2012 Top Performer on Key Quality Measures®
- 2015 Hospital Magnet Award

Hospital

2018 National Patient Safety Goals

Compared to other Joint Commission Accredited Organizations

Nationwide

Statewide



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### Compared to other Joint Commission Accredited Organizations

#### Nationwide

#### Statewide

### National Quality Improvement Goals:

Reporting Period:  
Jan 2017 -  
Dec 2017

Emergency Department

 <sup>2</sup>

 <sup>2</sup>

Immunization

 <sup>2</sup>

 <sup>2</sup>

Perinatal Care

 <sup>2</sup>

 <sup>2</sup>



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## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>340 Medical Office Building</b> 340 E. Town Street Columbus, OH 43215	<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>Grant Anticoagulation Clinic-Suite 8-250</li> <li>Grant Heart Failure Clinic, Suite 8-250</li> <li>Grant Infusion Center, Suite 8-550</li> <li>Grant Trauma Clinic, Suite 7-700</li> <li>OhioHealth Grant Heart Failure Clinic</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>Outpatient Clinics (Outpatient)</li> </ul>
<b>393 Medical Office Building</b> 393 E. Town St. Columbus, OH 43215	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Community Outreach Office - 2nd flr - Suite 226</li> <li>Community Partnerships Wellness on Wheels</li> <li>Grant Outpatient Clinic - 1st flr - Suite 116</li> <li>Wellness on Wheels Primary Care</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Bone &amp; Joint Imaging</b> 303 Town Street Columbus, OH 43215	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Grant Arthritis Infusion Center</b> 303 E. Town St 3rd Floor Columbus, OH 43215	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Grant Bone &amp; Joint Surgery Center</b> 323 E. Town St. Columbus, OH 43215	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>OhioHealth Rehabilitation</li> <li>Rehab at Bone and Joint</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Inpatient Unit (Inpatient)</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Orthopedic Surgery (Surgical Services)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Grant Family Practice Southwest</b> 2030 Stringtown Road Grove City, OH 43123	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Grant Family Practice - East</b> 4850 East Main Street Columbus, OH 43213	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Mothers' Milk Bank of Ohio, Suite 140</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>



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<b>Grant Medical Center *</b> 111 South Grant Avenue Columbus, OH 43215	<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>Hip Fracture</li> <li>Joint Replacement - Hip</li> <li>Joint Replacement - Knee</li> <li>Joint Replacement - Shoulder</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Brachytherapy (Imaging/Diagnostic Services)</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>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>Medical /Surgical Unit (Inpatient)</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>Plastic Surgery (Surgical Services)</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>Surgical ICU (Intensive Care Unit)</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

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<b>Nationwide Rehab</b> 280 North High Street Columbus, OH 43215	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>OhioHealth Emergency Care - Hilliard</b> 3880 Fishinger Blvd Hilliard, OH 43026	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Anesthesia (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>OhioHealth Emergency Care - New Albany</b> 5868 North Hamilton Rd New Albany, OH 43054	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Anesthesia (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>OhioHealth Emergency Care - Obetz</b> 4335 Alum Creek Drive Columbus, OH 43207	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Anesthesia (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>OhioHealth Emergency Care - Powell</b> 4141 North Hampton Drive Powell, OH 43065	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Anesthesia (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>OhioHealth Emergency Care - Reynoldsburg</b> 6960 East Main Street Reynoldsburg, OH 43068	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Anesthesia (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>OhioHealth Family Medicine Grant</b> 290 East Town Columbus, OH 43215	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>OhioHealth Heart and Vascular Physicians (Gahanna)</b> 765 N. Hamilton Rd, Suite 120 Gahanna, OH 43230	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>OhioHealth Heart and Vascular Physicians (Grove City)</b> 6024 Hoover Rd., Suite G Grove City, OH 43123	<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>OhioHealth Pickerington Emergency Care Center</b> 1010 Refugee Road Pickerington, OH 43147	<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>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>OhioHealth Pickerington Medical Campus</b> DBA: Ambulatory Care 1020 Refugee Road Pickerington, OH 43147	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>OhioHealth Pickerington Imaging</li> <li>OhioHealth Pickerington Rehabilitation</li> <li>Pickerington Medical Center Lab</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>OhioHealth Primary Care Physicians</b> 2222 Welcome Place Bexley, OH 43209	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>OhioHealth Westerville Emergency Care Center</b> 260 Polaris Parkway Westerville, OH 43082	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Nuclear Medicine - 2nd flr</li> <li>Stress Testing - 2nd flr</li> <li>Ultrasound/Echo - 2nd flr</li> <li>Westerville Emergency Care Center Lab</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>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Rehabilitation - Hill Road</b> 417 Hill Road North Pickerington, OH 43147	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Wellness on Wheels</b> 1020 Refugee Rd Pickerington, OH 43147	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Westerville Medical Campus</b> 300 Polaris Parkway Westerville, OH 43082	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Grant Vascular Lab - 2nd Flr - Suite 200</li> <li>Imaging - 1st flr - Suite 1000</li> <li>Physical Therapy/Rehab - 2nd flr - Suite 2200</li> <li>Rehab/Therapy Pool - 1st flr - Suite 1150</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>





## Locations of Care




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<b>Wilkins Medical Office Building</b> 285 E. State St. Columbus, OH 43215	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Cancer Genetics-3rd flr- Suite 320</li> <li>• Grant Outpatient Radiology - 3rd flr - Suite 320</li> <li>• Grant Outpatient Wound Care &amp; Hyperbaric Services - 4th flr</li> <li>• Grant Vascular Lab - 2nd flr - Suite 260</li> <li>• OhioHealth Heart, Lung and Vascular- Suite 400-imaging</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Outpatient)</li> <li>• Perform Invasive Procedure (Outpatient)</li> </ul>



## 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	



## National Quality Improvement Goals

Reporting Period: January 2017 - December 2017



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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	Weighted	Statewide	Weighted
			Top 10% Scored at Most:	Median:	Top 10% Scored at Most:	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.	 2 165.00 minutes 753 eligible Patients	55.00	132.00	46.08	100.49
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.	 2 327.00 minutes 755 eligible Patients	204.00	317.00	207.11	269.59



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\*

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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.	 97% of 547 eligible Patients	100%	94%	99%	95%



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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	Nationwide		Statewide	
			Top 10% Scored at Least:	Average Rate:	Top 10% Scored at Least:	Average 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 59 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.	 2% of 243 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.	 43% of 377 eligible Patients	73%	52%	65%	48%



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