

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

Symbol Key

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rganization. Not displayed

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Sparrow Health System 1215 East Michigan Avenue, Lansing, MI







Summary of Quality Information

Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
Home Care	Accredited	5/14/2016	5/13/2016	5/13/2016
	Accredited	5/14/2016	5/13/2016	7/10/2017
Laboratory	Accredited	7/15/2017	7/14/2017	7/14/2017

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

Pathology and Clinical Laboratory

Hospice Agency

Hospital

Accreditation Programs	Accreditation Decision	Effective	Last Full Survey	Last On-Site
		Date	Date	Survey Date
Home Care	Accredited	5/14/2016	5/13/2016	5/13/2016
Hospital	Accredited	5/14/2016	5/13/2016	7/10/2017
Caboratory	Accredited	7/15/2017	7/14/2017	7/14/2017

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- 11. There were no eligible patients that met the denominator criteria.

For further information and explanation of the **Quality Report contents,** refer to the "Quality Report User Guide."

Advanced Certification Programs	Certification Decision	Effective Date	Last Full Review Date	v Last On-Site Review Date
Advanced Comprehensive Stroke Center	Certification	12/17/2016	12/16/2016	12/16/2016
Certified Programs	Certification Decision	Effective Date	Last Full Review Date	v Last On-Site Review Date
Oint Replacement - Hip	Certification	1/27/2017	1/26/2017	1/26/2017

1/27/2017

5/22/2017

1/26/2017

3/1/2017

1/26/2017

9/13/2017

Other Accredited Programs/Services

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

Special Quality Awards

Joint Replacement - Knee

Medication Compounding

2015 ACS National Surgical Quality Improvement Program

2015 Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program

Certification

Certification

2014 Hospital Magnet Award

2010 Silver - The Medal of Honor for Organ Donation







Summary of Quality Information

		Compared to other Joint Organiz	
		Nationwide	Statewide
Home Care	2016National Patient Safety Goals	Ø	№ *
Hospital	2017National Patient Safety Goals	Ø	№ *
	National Quality Improvement Goals:		
Reporting Period:	Emergency Department	№ 2	№ ²
Jul 2016 - Jun 2017	Immunization	ND 2	(m) ²
	Perinatal Care	ND 2	© 2
Laboratory	2017National Patient Safety Goals	Ø	MA *

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





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Locations of Care	Available Services
Edward W. Sparrow	
Hospital Association	Services:
DBA: Sparrow Hospice	
Service - Hospice House	General Laboratory Tests
of Mid-Michigan	Hospice Care
1210 W. Saginaw	
_ansing, MI 48915	
Health Science Pavilion	
Rehab	Services:
	3 - 1 - 3 - 3 - 3
2900 Hannah Blvd, Suite B102	 Outpatient Clinics (Outpatient)
East Lansing, MI 48823	
Intravenous Specialty Infusion Center	Commissor
	Services:
1140 E. Michigan Avenue	 Administration of Blood Product (Outpatient)
Lansing, MI 48912	 Administration of High Risk Medications (Outpatient)
	General Laboratory Tests
	 Outpatient Clinics (Outpatient)
Occupational Health &	
Associate Health	Services:
1322 E. Michigan Avenue,	General Laboratory Tests
Suitte 101	Outpatient Clinics (Outpatient)
Lansing, MI 48912	, , ,
Okemos Diagnostic	
Center - Radiology	Services:
1600 W. Grand River	Outpatient Clinics (Outpatient)
Okemos, MI 48864	- Capation Cinnos (Capation)
Pediatric Subspecialty	
Clinic	Services:
1200 E. Michigan Avenue	General Laboratory Tests
Lansing, MI 48912	Outpatient Clinics (Outpatient)
SMG Nephrology	
Michigan Avenue	Services:
1200 E. Michigan Avenue,	General Laboratory Tests
Suite 700	25. Israil Edisordior j. 100to
Lansing, MI 48912	
SMG Nephrology	
Michigan Avenue	Services:
Charlotte Satellite	General Laboratory Tests
123 Lansing Road	, , , , , , , , , , , , , , , , , , , ,
Charlotte, MI 48813	
SMG Nephrology	
Michigan Avenue Ionia	Services:
Satellite	General Laboratory Tests
2622 Heartland Blvd	- Control Education y 10000
Ionia, MI 48846	
SMG Nephrology	
Michigan Avenue St.	Services:
Johns Satellite	General Laboratory Tests
901 S. Oakland Street	- Control Education y 10000
Suite 102	
Outc 102	







Locations of Care	Available Services
SMG OB/GYN Lake Lansing 1651 W. Lake Lansing Road, Suite 300 East Lansing, MI 48823	Services: • General Laboratory Tests
SMG OB/GYN St. Johns 901 S. Oakland, Suite 102 Saint Johns, MI 48879	Services: • General Laboratory Tests
Sparrow Medical Group and Radiology - DeWitt 13191 Schavey Road Dewitt, MI 48820	Services: General Laboratory Tests Outpatient Clinics (Outpatient)
Sparrow ATP Clinic 1322 E. Michigan Ave Lansing, MI 48912	Services: • General Laboratory Tests
Sparrow Cardiovascular and Thoracic Surgery 1200 E. Michigan Ave. Suite 775 Lansing, MI 48912	Services: Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Sparrow East Lansing Urgent Care 2682 E. Grand River East Lansing, MI 48823	Services: Administration of High Risk Medications (Outpatient) General Laboratory Tests Perform Invasive Procedure (Outpatient) Urgent Care (Outpatient)
Sparrow Family Health Center - Central 1200 E. Michigan Avenue, Suite 245 A Lansing, MI 48912	Services: General Laboratory Tests Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Sparrow Family Health Center Mason 800 E. Columbia Mason, MI 48854	Services: General Laboratory Tests Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Sparrow FastCare DeWitt 12821 Cross Over Drive Dewitt, MI 48820	Services: • General Laboratory Tests
Sparrow FastCare Frandor 716 N. Clippert Street Lansing, MI 48912	Services: • General Laboratory Tests
Sparrow FastCare Okemos 2055 W. Grand River Okemos, MI 48864	Services: • General Laboratory Tests







Locations of Care

* Primary Location

Locations of Care	Available Services
Sparrow Grand Ledge Urgent Care 1015 Charlevoix Drive Grand Ledge, MI 48837	Services: • General Laboratory Tests
Sparrow Hospice Service - Carson Home Hospice 406 E. Elm Street Carson City, MI 48811	Services: • Hospice Care
Sparrow Hospice Service - Clinton Home Hospice 306 Elm Street, Suite C Saint Johns, MI 48879	Services: • Hospice Care
Sparrow Hospice Service - Sparrow Home Hospice 1210 W. Saginaw Lansing, MI 48915	Services: • Hospice Care







Locations of Care

* Primary Location

Locations of Care

Sparrow Hospital * 1215 E. Michigan Ave Lansing, MI 48912

Available Services

Joint Commission Advanced Certification Programs:

• Advanced Comprehensive Stroke Center

Joint Commission Certified Programs:

- Joint Replacement Hip
- Joint Replacement Knee
- Medication Compounding

Other Clinics/Practices located at this site:

- Sparrow Main 3West Satellite
- Sparrow Main 5W Satelitte
- Sparrow Main Outpatient Pharmacy, 1215 East Michigan Ave
- Sparrow Main Surgery, 1215 East Michigan Ave, Lansing Mich

Services:

- Brachytherapy (Imaging/Diagnostic Services)
- Cardiac Catheterization Lab (Surgical Services)
- Cardiac Surgery (Surgical Services)
- Cardiothoracic Surgery (Surgical Services)
- Cardiovascular Unit (Inpatient)
- Coronary Care Unit (Inpatient)
- CT Scanner (Imaging/Diagnostic Services)
- Dialysis Unit (Inpatient)
- Ear/Nose/Throat Surgery (Surgical Services)
- EEG/EKG/EMG Lab (Imaging/Diagnostic Services)
- Gastroenterology (Surgical Services)
- General Laboratory Tests
- GI or Endoscopy Lab (Imaging/Diagnostic Services)
- Gynecological Surgery (Surgical Services)
- Gynecology (Inpatient)
- Hematology/Oncology Unit (Inpatient)
- Inpatient Unit (Inpatient)
- Interventional Radiology (Imaging/Diagnostic Services)
- Labor & Delivery (Inpatient)
- Magnetic Resonance Imaging (Imaging/Diagnostic Services)

- Medical ICU (Intensive Care Unit)
- Neuro/Spine ICU (Intensive Care Unit)
- Neuro/Spine Unit (Inpatient)
- Neurosurgery (Surgical Services)
- Normal Newborn Nursery (Inpatient)
- Nuclear Medicine (Imaging/Diagnostic Services)
- Ophthalmology (Surgical Services)
- Orthopedic Surgery (Surgical Services)
- Orthopedic/Spine Unit (Inpatient)
- Outpatient Clinics (Outpatient)
- Pediatric Unit (Inpatient)
- Plastic Surgery (Surgical Services)
- Positron Emission Tomography (PET) (Imaging/Diagnostic Services)
- Post Anesthesia Care Unit (PACU) (Inpatient)
- Radiation Oncology (Imaging/Diagnostic Services)
- Surgical Unit (Inpatient)
- Teleradiology (Imaging/Diagnostic Services)
- Thoracic Surgery (Surgical Services)
- Ultrasound (Imaging/Diagnostic Services)
- Urology (Surgical Services)
- Vascular Surgery (Surgical Services)







*	Primary	Location
	r i ii ii ai v	Location

* Primary Location		
Locations of Care	Available Services	
	Medical /Surgical Unit	
	(Inpatient)	
Sparrow Hospital - St. Lawrence Campus 1210 W. Saginaw Lansing, MI 48915	Joint Commission Certified Programs: Medication Compounding Services: Behavioral Health (Non 24 Hour Care - Adult) (24-hour Acute Care/Crisis Stabilization - Adult) CT Scanner (Imaging/Diagnostic Services) Ear/Nose/Throat Surgery (Surgical Services) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Gastroenterology (Surgical Services) Gastroenterology (Surgical Services) General Laboratory Tests GI or Endoscopy Lab (Imaging/Diagnostic Services) Grynecological Surgery (Surgical Services) Grynecological Surgery (Surgical Services)	
Sparrow Hospital OB Services 1215 E. Michigan Avenue Lansing, MI 48912	Other Clinics/Practices located at this site: • Sparrow Women's Health Services: • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)	
Sparrow Mason Urgent Care 800 E. Columbia Mason, MI 48854	Services: Administration of High Risk Medications (Outpatient) General Laboratory Tests Perform Invasive Procedure (Outpatient) Urgent Care (Outpatient)	
Sparrow Medical Group - Eastside 2909 E. Grand River, Suite 202 Lansing, MI 48912	Services: • General Laboratory Tests • Perform Invasive Procedure (Outpatient) • Single Specialty Practitioner (Outpatient)	







Locations of Care	Available Services
Sparrow Medical Group - Holt DBA: Holt Family Practice 2040 North Aurelius, Ste. 22 Holt, MI 48842	Services:
Sparrow Medical Group - Lansing 1200 E. Michigan Avenue, Suite 325 Lansing, MI 48915	Services: General Laboratory Tests Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Sparrow Medical Group - Mason 230 Temple St Mason, MI 48854	Services: General Laboratory Tests Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Sparrow Medical Group - Okemos 1600 W. Grand River Okemos, MI 48864	Services: General Laboratory Tests Single Specialty Practitioner (Outpatient)
Sparrow Medical Group - Potterville 133 E. Lansing Potterville, MI 48876	Services: • General Laboratory Tests • Outpatient Clinics (Outpatient)
Sparrow Medical Group - Specialists 1200 E. Michigan Ave., # 550 Lansing, MI 48912	Services: Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Sparrow Medical Group - VOA 430 N. Larch Lansing, MI 48912	Services: • General Laboratory Tests
Sparrow Medical Group - Williamston 301 Williamston Center Rd. Williamston, MI 48895	Services: • General Laboratory Tests
Sparrow Medical Group and Radiology - North 2909 E. Grand River, Suite 302 Lansing, MI 48912	Services:
Sparrow Medical Group and Radiology - West 7335 Westshire Dr., Suite 100 Lansing, MI 48917	Services: General Laboratory Tests Outpatient Clinics (Outpatient)







Locations of Care	Available Services
Sparrow Medical Group Lansing Internal Medicine 1200 E. Michigan Ave, Suite 500 Lansing, MI 48912	Services: • General Laboratory Tests
Sparrow Medical Group Lansing OB/GYN Associates - Okemos 1600 W. Grand River, #1 Okemos, MI 48864	Services: General Laboratory Tests Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Sparrow Medical Group Lansing OB/GYN Associates - SPB 1200 E. Michigan Avenue, Suite 445 Lansing, MI 48912	Services: General Laboratory Tests Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Sparrow Outpatient Cardiac Rehab (SPB Lower Level) 1200 E. Michigan Ave Lansing, MI 48912	Services: • General Laboratory Tests
Sparrow Outpatient Rehab (SPB Lower Level) 1200 E. Michigan Avenue Lansing, MI 48912	Services: • Outpatient Clinics (Outpatient)
Sparrow Outpatient Rehab - Dewitt 13105 Schavey Road, Suite 5 Dewitt, MI 48820	Services: • Outpatient Clinics (Outpatient)
Sparrow Outpatient Rehab - Grand Ledge 11653 Hartel Road, Suite 1000 Grand Ledge, MI 48837	Services: • Outpatient Clinics (Outpatient)
Sparrow Outpatient Rehab - Mason 800 E. Columbia Mason, MI 48854	Services: • Outpatient Clinics (Outpatient)
Sparrow Outpatient Rehab - St. Lawrence Campus 1210 W. Saginaw Lansing, MI 48915	Services: • Outpatient Clinics (Outpatient)
Sparrow Outpatient Rehab - Williamston 1288 W. Grand River Williamston, MI 48895	Services: • Outpatient Clinics (Outpatient)







Locations of Care	Available Services
Sparrow Pain Management Center (SPB Lower Level) 1200 E. Michigan Avenue Lansing, MI 48912	Services: Administration of High Risk Medications (Outpatient) Anesthesia (Outpatient) General Laboratory Tests Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Sparrow Patient Service Centers 1215 E. Michigan Avenue Lansing, MI 48912	Services: • General Laboratory Tests
Sparrow Pulmonary Function Lab 1215 E. Michigan Ave. Lansing, MI 48912	Services: • General Laboratory Tests
Sparrow Pulmonary Rehab 1210 W. Saginaw Lansing, MI 48915	Services: • General Laboratory Tests
Sparrow Ramblewood Imaging Center 1575 Ramblewood Drive East Lansing, MI 48823	Services: • Outpatient Clinics (Outpatient)
Sparrow Regional Cancer Center 1140 E. Michigan Avenue Lansing, MI 48909	Joint Commission Certified Programs: • Medication Compounding Services: • Administration of Blood Product (Outpatient) • Administration of High Risk Medications (Outpatient) • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
Sparrow Regional Diabetes Center & Endocrinology 2900 Hannah Blvd., Suite 114 East Lansing, MI 48823	Services: • General Laboratory Tests • Outpatient Clinics (Outpatient)
Sparrow Senior Health Center 2909 E. Grand River, Suite 102 Lansing, MI 48912	Services:
Sparrow Sleep Center - St. Lawrence Campus 1210 W. Saginaw Lansing, MI 48915	Services: • Outpatient Clinics (Outpatient)







*	Primary	Location

Locations of Care	Available Services
Sparrow Urgent Care East Lansing DBA: Sparrow East Lansing 2682 East Grand River, East Lansing East Lansing, MI 48823	Services: • General Laboratory Tests • Urgent Care (Outpatient)
Sparrow Weight Management Center 2900 Hannah Blvd., Suite 114 East Lansing, MI 48823	Services:
Sparrow Women's Health 1200 E. Michigan Avenue, Suite 346 Lansing, MI 48912	Services: General Laboratory Tests Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Sparrow Wound Center 1210 W. Saginaw Lansing, MI 48917	Services: • Anesthesia (Outpatient) • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
Thoracic & Cardiovascular Institute 1140 E. Michigan Avenue, Suite 400 Lansing, MI 48912	







2016 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	Ø
Improve the safety of using medications.	Reconciling Medication Information	Ø
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	Ø
Reduce the risk of patient harm resulting from falls.	Implementing a Fall Reduction Program	Ø
The organization identifies safety risks inherent in its patient population.	Identifying Risks Associated with Home Oxygen	Ø







2017 National Patient Safety Goals

Symbol Key

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Hospital

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	Ø
	Eliminating Transfusion Errors	Ø
Improve the effectiveness of communication among caregivers.	Timely Reporting of Critical Tests and Critical Results	Ø
Improve the safety of using medications.	Labeling Medications	Ø
	Reducing Harm from Anticoagulation Therapy	Ø
	Reconciling Medication Information	Ø
Reduce the harm associated with clinical alarm systems.	Use Alarms Safely on Medical Equipment	Ø
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	Ø
	Preventing Multi-Drug Resistant Organism Infections	Ø
	Preventing Central-Line Associated Blood Stream Infections	0000
	Preventing Surgical Site Infections	Ø
	Preventing Catheter-Associated Urinary Tract Infection	Ø
The organization identifies safety risks inherent in its patient population.	Identifying Individuals at Risk for Suicide	Ø
Universal Protocol	Conducting a Pre-Procedure Verification Process	Ø
	Marking the Procedure Site	Ø
	Performing a Time-Out	Ø

Measure Area

Emergency

Department

1215 East Michigan Avenue, Lansing, MI Org ID: 7540

Explanation

This category of evidence based measures assesses

time patients remain in the hospital Emergency Department prior to inpatient admission.







National Quality Improvement Goals

Reporting Period: July 2016 - June 2017

	Commission					
	Accredited Organizations					
	Nationwide	Statewide				
the	№ 2	№ 2				

Compared to other Joint

Measure	Explanation		npared to decredite Accredite Iationwide Top 10% Scored	other Joint ed Organiz Weighte d	ations	ewide Weighte
		rtodulto	at Most:	Median:		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.	180.00 minutes 1192 eligible Patients	55.00	131.00	56.59	118.77
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.	414.00 minutes 1193 eligible Patients	204.00	317.00	214.22	308.79

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- * This information can also be viewed at www.hospitalcompare.hhs.gov
- --- Null value or data not displayed.

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1215 East Michigan Avenue, Lansing, MI







National Quality Improvement Goals

Reporting Period: July 2016 - June 2017

Compared to other Joint				
Commission				
Accredited Organizations				
Nationwide Statewide				

		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 Nationwide Statewide				
Measure Explanation		Hospital Results	Top 10% Scored at Least:	Average Rate:	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.	96% of 1038 eligible Patients	100%	94%	99%	94%

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1215 East Michigan Avenue, Lansing, MI

Org ID: 7540







National Quality Improvement Goals

Reporting Period: July 2016 - June 2017

Compared to other Joint **Accredited Organizations**

Measure Area	Explanation	Nationwide	Statewide
Perinatal Care	This category of evidenced based measures assesses the care of mothers and newborns.	№ 2	⊚ ²

		Соі	mpared to o	other Joint ed Organiz		on
		Nationwide Statew			ewide	
Measure	Explanation	Hospital Results	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 138 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 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 284 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.	56% of 3349 eligible Patients	74%	52%	68%	50%

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2017 National Patient Safety Goals

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Laboratory

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	Ø
Improve the effectiveness of communication among caregivers.	Timely Reporting of Critical Tests and Critical Results	Ø
Reduce the risk of health care-associated infections	Meeting Hand Hygiene Guidelines	Ø