



# 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.
-  This organization's performance is below the target range/value.
-  This Measure is not applicable for this organization.
-  Not displayed

### Footnote Key

1. The Measure or Measure Set was not reported.
2. The Measure Set does not have an overall result.
3. The number of patients is not enough for comparison purposes.
4. The measure meets the Privacy Disclosure Threshold rule.
5. The organization scored above 90% but was below most other organizations.
6. The Measure results are not statistically valid.
7. The Measure results are based on a sample of patients.
8. The number of months with Measure data is below the reporting requirement.
9. The measure results are temporarily suppressed pending resubmission of updated data.
10. Test Measure: a measure being evaluated for reliability of the individual data elements or awaiting National Quality Forum Endorsement.
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."


| Accreditation Programs   | Accreditation Decision | Effective Date | Last Full Survey Date | Last On-Site Survey Date |
|--|------------------------|----------------|-----------------------|--------------------------|
|  Home Care  | Accredited             | 4/20/2019      | 4/19/2019             | 4/19/2019                |
|  Hospital   | Accredited             | 4/20/2019      | 4/19/2019             | 7/3/2019                 |
|  Laboratory | Accredited             | 6/20/2019      | 6/19/2019             | 6/19/2019                |




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

Pathology and Clinical Laboratory

Hospice Agency

Hospital

| Advanced Certification Programs  | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
|--|------------------------|----------------|-----------------------|--------------------------|
|  Advanced Comprehensive Stroke Center | Certification          | 11/16/2018     | 11/15/2018            | 11/15/2018               |

| Certified Programs   | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
|--|------------------------|----------------|-----------------------|--------------------------|
|  Joint Replacement - Hip  | Certification          | 1/12/2019      | 1/11/2019             | 1/11/2019                |
|  Joint Replacement - Knee | Certification          | 1/12/2019      | 1/11/2019             | 1/11/2019                |
|  Medication Compounding   | Certification          | 5/9/2019       | 5/8/2019              | 5/8/2019                 |

### Other Accredited Programs/Services

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

### Special Quality Awards

2015 ACS National Surgical Quality Improvement Program

2015 Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program

2014 Hospital Magnet Award

2010 Silver - The Medal of Honor for Organ Donation



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|  |  | Compared to other Joint Commission Accredited Organizations                                      |  |
|--|--|--|--|
|  |  | Nationwide   | Statewide  |
| Home Care                                  | <b>2016National Patient Safety Goals</b> |               |  *            |
| Hospital                                   | <b>2019National Patient Safety Goals</b> |               |  *            |
| <b>National Quality Improvement Goals:</b> |  |  |  |
| Reporting Period:                          | Emergency Department                     |  <sup>2</sup> |  <sup>2</sup> |
| Apr 2018 - Mar 2019                        | Perinatal Care                           |  <sup>2</sup> |  <sup>2</sup> |
| Laboratory                                 | <b>2019National Patient Safety Goals</b> |               |  *            |



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



## Locations of Care

### \* Primary Location

| Locations of Care   | Available Services   |
|---|--|
| <b>Edward W. Sparrow Hospital Association</b><br>DBA: Sparrow Hospice Service - Hospice House of Mid-Michigan<br>1210 W. Saginaw<br>Lansing, MI 48915 | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Hospice Care</li> </ul>  |
| <b>Health Science Pavilion Rehab</b><br>2900 Hannah Blvd, Suite B102<br>East Lansing, MI 48823  | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>Intravenous Specialty Infusion Center</b><br>1140 E. Michigan Avenue<br>Lansing, MI 48912  | <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>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul> |
| <b>Occupational Health &amp; Associate Health</b><br>1322 E. Michigan Avenue, Suite 101<br>Lansing, MI 48912  | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>Okemos Diagnostic Center - Radiology</b><br>1600 W. Grand River<br>Okemos, MI 48864  | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>Pediatric Subspecialty Clinic</b><br>1200 E. Michigan Avenue<br>Lansing, MI 48912  | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>SMG Nephrology Michigan Avenue</b><br>1200 E. Michigan Avenue, Suite 700<br>Lansing, MI 48912  | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> </ul>  |
| <b>SMG Nephrology Michigan Avenue Charlotte Satellite</b><br>123 Lansing Road<br>Charlotte, MI 48813  | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> </ul>  |
| <b>SMG Nephrology Michigan Avenue Ionia Satellite</b><br>550 E. Washington Avenue<br>Ionia, MI 48846  | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> </ul>  |
| <b>SMG Nephrology Michigan Avenue St. Johns Satellite</b><br>901 S. Oakland Street<br>Suite 102<br>Saint Johns, MI 48879                              | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> </ul>  |



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|--|--|
| <b>SMG OB/GYN Lake Lansing</b><br>1651 W. Lake Lansing Road, Suite 300<br>East Lansing, MI 48823                   | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Perform Invasive Procedure (Outpatient)</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>   |
| <b>SMG OB/GYN St. Johns</b><br>901 S. Oakland, Suite 102<br>Saint Johns, MI 48879                                  | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> </ul>  |
| <b>Sparrow Medical Group and Radiology - DeWitt</b><br>13191 Schavey Road<br>Dewitt, MI 48820                      | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>Sparrow ATP Clinic</b><br>1322 E. Michigan Ave<br>Lansing, MI 48912   | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> </ul>  |
| <b>Sparrow Cardiovascular and Thoracic Surgery</b><br>1200 E. Michigan Ave.<br>Suite 775<br>Lansing, MI 48912      | <b>Services:</b> <ul style="list-style-type: none"> <li>Perform Invasive Procedure (Outpatient)</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>   |
| <b>Sparrow East Lansing Urgent Care</b><br>2682 E. Grand River<br>East Lansing, MI 48823                           | <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>General Laboratory Tests</li> <li>Perform Invasive Procedure (Outpatient)</li> <li>Urgent Care (Outpatient)</li> </ul> |
| <b>Sparrow Family Medicine Residency - Central</b><br>1200 E. Michigan Avenue,<br>Suite 245 A<br>Lansing, MI 48912 | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>  |
| <b>Sparrow Family Medicine Residency Mason</b><br>800 E. Columbia<br>Mason, MI 48854                               | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>  |
| <b>Sparrow FastCare DeWitt</b><br>12821 Cross Over Drive<br>Dewitt, MI 48820                                       | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>Sparrow FastCare Frandor</b><br>716 N. Clippert Street<br>Lansing, MI 48912                                     | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul>   |



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### \* Primary Location

| Locations of Care   | Available Services   |
|---|--|
| <b>Sparrow FastCare Okemos</b><br>2055 W. Grand River<br>Okemos, MI 48864                                 | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul> |
| <b>Sparrow Grand Ledge Urgent Care</b><br>1015 Charlevoix Drive<br>Grand Ledge, MI 48837                  | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Urgent Care (Outpatient)</li> </ul>        |
| <b>Sparrow Hospice Service - Clinton Home Hospice</b><br>306 Elm Street, Suite C<br>Saint Johns, MI 48879 | <b>Services:</b> <ul style="list-style-type: none"> <li>Hospice Care</li> </ul>  |
| <b>Sparrow Hospice Service - Sparrow Home Hospice</b><br>1210 W. Saginaw<br>Lansing, MI 48915             | <b>Services:</b> <ul style="list-style-type: none"> <li>Hospice Care</li> </ul>  |





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| Locations of Care  | Available Services  |
|--|---|
| <b>Sparrow Hospital *</b><br>1215 E. Michigan Ave<br>Lansing, MI 48912 | <b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Advanced Comprehensive 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> <li>Medication Compounding</li> </ul> <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Sparrow Main - 3West Satellite</li> <li>Sparrow Main - 5W Satellite</li> <li>Sparrow Main - Outpatient Pharmacy, 1215 East Michigan Ave</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>General Laboratory Tests</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>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>Nuclear Pharmacy (Inpatient)</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>Positron Emission Tomography (PET) (Imaging/Diagnostic Services)</li> <li>Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>Radiation Oncology (Imaging/Diagnostic Services)</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   |
|--|--|
|  | <ul style="list-style-type: none"> <li>Medical /Surgical Unit (Inpatient)</li> <li>Medical ICU (Intensive Care Unit)</li> </ul>  |
| <b>Sparrow Hospital - St. Lawrence Campus</b><br>1210 W. Saginaw<br>Lansing, MI 48915          | <b>Joint Commission Certified Programs:</b> <ul style="list-style-type: none"> <li>Medication Compounding</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult) (24-hour Acute Care/Crisis Stabilization - Adult)</li> <li>Ear/Nose/Throat Surgery (Surgical Services)</li> <li>EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li> <li>Gastroenterology (Surgical Services)</li> <li>General Laboratory Tests</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>Non-Sterile Medication Compounding (Inpatient)</li> <li>Orthopedic Surgery (Surgical Services)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Peer Support (Non 24 Hour Care)</li> <li>Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>Sleep Laboratory (Sleep Laboratory)</li> <li>Sterile Medication Compounding (Inpatient)</li> <li>Urology (Surgical Services)</li> </ul> |
| <b>Sparrow Hospital OB Services</b><br>1215 E. Michigan Avenue<br>Lansing, MI 48912            | <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Sparrow Women's Health</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>  |
| <b>Sparrow Mason Urgent Care</b><br>800 E. Columbia<br>Mason, MI 48854                         | <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>General Laboratory Tests</li> <li>Perform Invasive Procedure (Outpatient)</li> <li>Urgent Care (Outpatient)</li> </ul>   |
| <b>Sparrow Medical Group - Eastside</b><br>2909 E. Grand River, Suite 202<br>Lansing, MI 48912 | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Perform Invasive Procedure (Outpatient)</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>   |



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|--|---|
| <b>Sparrow Medical Group - Holt</b><br>DBA: Holt Family Practice<br>2040 North Aurelius, Ste. 22<br>Holt, MI 48842 | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>Sparrow Medical Group - Lansing</b><br>1200 E. Michigan Avenue, Suite 325<br>Lansing, MI 48915                  | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul> |
| <b>Sparrow Medical Group - Mason</b><br>230 Temple St<br>Mason, MI 48854   | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul> |
| <b>Sparrow Medical Group - Okemos</b><br>1600 W. Grand River<br>Okemos, MI 48864                                   | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>                                       |
| <b>Sparrow Medical Group - Pottersville</b><br>133 E. Lansing<br>Pottersville, MI 48876                            | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>Sparrow Medical Group - Specialists</b><br>1200 E. Michigan Ave., # 550<br>Lansing, MI 48912                    | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>                                   |
| <b>Sparrow Medical Group - Williamston</b><br>301 Williamston Center Rd.<br>Williamston, MI 48895                  | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>Sparrow Medical Group and Radiology - North</b><br>2909 E. Grand River, Suite 302<br>Lansing, MI 48912          | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>Sparrow Medical Group and Radiology - West</b><br>7335 Westshire Dr., Suite 100<br>Lansing, MI 48917            | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>Sparrow Medical Group Lansing Internal Medicine</b><br>1200 E. Michigan Ave, Suite 500<br>Lansing, MI 48912     | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>                                       |



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### \* Primary Location

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|--|---|
| <b>Sparrow Medical Group<br/>Lansing OB/GYN<br/>Associates - Okemos</b><br>1600 W. Grand River, #1<br>Okemos, MI 48864             | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul> |
| <b>Sparrow Medical Group<br/>Lansing OB/GYN<br/>Associates - SPB</b><br>1200 E. Michigan Avenue,<br>Suite 445<br>Lansing, MI 48912 | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul> |
| <b>Sparrow Outpatient<br/>Cardiac Rehab (SPB<br/>Lower Level)</b><br>1200 E. Michigan Ave<br>Lansing, MI 48912                     | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>Sparrow Outpatient<br/>Endoscopy</b><br>2909 E. Grand River<br>Avenue<br>Lansing, MI 48912                                      | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>Sparrow Outpatient<br/>Rehab (SPB Lower<br/>Level)</b><br>1200 E. Michigan Avenue<br>Lansing, MI 48912                          | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>Sparrow Outpatient<br/>Rehab - Dewitt</b><br>13105 Schavey Road,<br>Suite 5<br>Dewitt, MI 48820                                 | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>Sparrow Outpatient<br/>Rehab - Grand Ledge</b><br>11653 Hartel Road, Suite<br>1000<br>Grand Ledge, MI 48837                     | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>Sparrow Outpatient<br/>Rehab - Mason</b><br>800 E. Columbia<br>Mason, MI 48854  | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>Sparrow Outpatient<br/>Rehab - St. Lawrence<br/>Campus</b><br>1210 W. Saginaw<br>Lansing, MI 48915                              | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>Sparrow Outpatient<br/>Rehab - Williamston</b><br>1288 W. Grand River<br>Williamston, MI 48895                                  | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>  |



## Locations of Care

### \* Primary Location

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|---|--|
| <b>Sparrow Pain Management Center (SPB Lower Level)</b><br>1200 E. Michigan Avenue<br>Lansing, MI 48912               | <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Anesthesia (Outpatient)</li> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>   |
| <b>Sparrow Patient Service Centers</b><br>1215 E. Michigan Avenue<br>Lansing, MI 48912                                | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> </ul>  |
| <b>Sparrow Pulmonary Function Lab</b><br>1215 E. Michigan Ave.<br>Lansing, MI 48912                                   | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> </ul>  |
| <b>Sparrow Pulmonary Rehab</b><br>2909 E. Grand River Avenue<br>Lansing, MI 48912                                     | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>Sparrow Ramblewood Imaging Center</b><br>1575 Ramblewood Drive<br>East Lansing, MI 48823                           | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>Sparrow Regional Cancer Center</b><br>1140 E. Michigan Avenue<br>Lansing, MI 48909                                 | <b>Joint Commission Certified Programs:</b> <ul style="list-style-type: none"> <li>Medication Compounding</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>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul> |
| <b>Sparrow Regional Diabetes Center &amp; Endocrinology</b><br>2900 Hannah Blvd., Suite 114<br>East Lansing, MI 48823 | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>Sparrow Senior Health Center</b><br>2909 E. Grand River, Suite 102<br>Lansing, MI 48912                            | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>Sparrow Sleep Center - St. Lawrence Campus</b><br>1210 W. Saginaw<br>Lansing, MI 48915                             | <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>Sparrow Urgent Care East Lansing</b><br>DBA: Sparrow East Lansing<br>2682 East Grand River,<br>East Lansing<br>East Lansing, MI 48823 | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Urgent Care (Outpatient)</li> </ul>  |
| <b>Sparrow Urgent Care Michigan Ave</b><br>1120 E Michigan Ave,<br>Suite A, Lansing MI<br>Lansing, MI 48912                              | <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>General Laboratory Tests</li> <li>Perform Invasive Procedure (Outpatient)</li> <li>Urgent Care (Outpatient)</li> </ul> |
| <b>Sparrow Weight Management Center</b><br>2900 Hannah Blvd., Suite 114<br>East Lansing, MI 48823  | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> </ul>   |
| <b>Sparrow Women's Health</b><br>1200 E. Michigan Avenue,<br>Suite 346<br>Lansing, MI 48912  | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>  |
| <b>Sparrow Wound Center</b><br>1210 W. Saginaw<br>Lansing, MI 48917  | <b>Services:</b> <ul style="list-style-type: none"> <li>Anesthesia (Outpatient)</li> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>                       |
| <b>Thoracic &amp; Cardiovascular Institute</b><br>1140 E. Michigan Avenue,<br>Suite 400<br>Lansing, MI 48912                             | <b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>  |








## 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.

### 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 |  |

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



## 2019 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."

### 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 Infections that are difficult to treat          |  |
|  | 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 2018 - March 2019

### 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.
- This organization's performance is below the target range/value.
- Not displayed

### Footnote Key

1. The Measure or Measure Set was not reported.
2. The Measure Set does not have an overall result.
3. The number of patients is not enough for comparison purposes.
4. The measure meets the Privacy Disclosure Threshold rule.
5. The organization scored above 90% but was below most other organizations.
6. The Measure results are not statistically valid.
7. The Measure results are based on a sample of patients.
8. The number of months with Measure data is below the reporting requirement.
9. The measure results are temporarily suppressed pending resubmission of updated data.
10. Test Measure: a measure being evaluated for reliability of the individual data elements or awaiting National Quality Forum Endorsement.
11. There were no eligible patients that met the denominator criteria.

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<br>193.00 minutes<br>1120 eligible Patients | 55.00   | 136.00   | 56.14                   | 141.47   |



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

\* This information can also be viewed at [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)

---- Null value or data not displayed.

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



## National Quality Improvement Goals

Reporting Period: April 2018 - March 2019

### Symbol Key

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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.   | <br>100% of 105 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. | <br>0% of 230 eligible Patients   | 0%                       | 2%            | 0%                       | 1%            |
| 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.   | <br>49% of 3080 eligible Patients | 73%                      | 52%           | 70%                      | 49%           |



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## 2019 National Patient Safety Goals

### Symbol Key

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-  The organization has not met the National Patient Safety Goal.
-  The Goal is not applicable for this organization.

### Laboratory

| 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 |  |
| Reduce the risk of health care-associated infections         | Meeting Hand Hygiene Guidelines                         |  |

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