



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.



Summary of Quality Information

Symbol Key 1

- 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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- Not displayed

Footnote Key

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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."

| Accreditation Programs | Accreditation Decision | Effective Date | Last Full Survey Date | Last On-Site Survey Date |
|---|------------------------|----------------|-----------------------|--------------------------|
| Behavioral Health Care and Human Services | Accredited | 9/25/2019 | 9/24/2019 | 9/24/2019 |
| Home Care | Accredited | 9/27/2019 | 9/26/2019 | 9/26/2019 |
| Hospital | Accredited | 9/28/2019 | 9/27/2019 | 11/8/2019 |

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 | 10/6/2021 | 10/5/2021 | 10/5/2021 |

Special Quality Awards

2013 Top Performer on Key Quality Measures®

2012 Gold Plus Get With The Guidelines - Stroke

| | | Compared to other Joint Commission Accredited Organizations | |
|---|-------------------------------------|---|--------------|
| | | Nationwide | Statewide |
| Behavioral Health Care and Human Services | 2019 National Patient Safety Goals | | * |
| Home Care | 2019 National Patient Safety Goals | | * |
| Hospital | 2019 National Patient Safety Goals | | * |
| Reporting Period: Apr 2020 - Mar 2021 | National Quality Improvement Goals: | | |
| | Perinatal Care | ² | ² |



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



ST. AGNES HOSPITAL

DBA: SSM HEALTH ST. AGNES HOSPITAL FOND DU LAC,
430 E. DIVISION ST., Fond Du Lac, WI

Org ID: 7635



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|--|---|
| Agnesian HealthCare Inc DBA: SSM Health Therapy Services 130 Corporate Drive Beaver Dam, WI 53916 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Agnesian HealthCare, Inc DBA: SSM Health Therapy Services 360 S. Mountin Drive Mayville, WI 53050 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Agnesian HealthCare, Inc DBA: SSM Health Cancer Care 480 East Division Street Fond Du Lac, WI 54935 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Agnesian HealthCare, Inc DBA: SSM Health at Home Home Health/Hospice Fond du Lac 239 Trowbridge Drive Fond Du Lac, WI 54937 | Services: <ul style="list-style-type: none"> Home Health Aides Home Health, Non-Hospice Services Hospice Care Medical Social Services Occupational Therapy Physical Therapy Skilled Nursing Services Speech Language Pathology |
| Agnesian HealthCare, Inc DBA: SSM Health Therapy Services 421 Camelot Drive Fond Du Lac, WI 54935 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Agnesian HealthCare, Inc DBA: SSM Health Hospice Home of Hope 400 County K Fond Du Lac, WI 54935 | Services: <ul style="list-style-type: none"> Hospice Care |
| Agnesian HealthCare, Inc DBA: SSM Health at Home Hospice-Green Lake 745 South Street, Suite 4 Green Lake, WI 54941 | Services: <ul style="list-style-type: none"> Hospice Care |
| Agnesian HealthCare, Inc DBA: SSM Health St. Agnes Hospital Outpatient Surgery 421 Camelot Drive Fond Du Lac, WI 54935 | Services: <ul style="list-style-type: none"> Ambulatory Surgery Center (Outpatient) Anesthesia (Outpatient) Pediatric Dentistry (Outpatient - Child/Youth) Perform Invasive Procedure (Outpatient) |



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|---|--|
| Agnesian HealthCare, Inc * DBA: SSM Health St. Agnes Hospital -Fond du Lac 430 East Division Street Fond Du Lac, WI 54935 | Joint Commission Advanced Certification Programs: <ul style="list-style-type: none"> Primary Stroke Center Services: <ul style="list-style-type: none"> Addiction Services/Adult (Detox/Non-detox - Adult) Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult/Child/Youth) (24-hour Acute Care/Crisis Stabilization - Adult) (Partial Hospitalization - Adult) Cardiac Catheterization Lab (Surgical Services) Cardiac Surgery (Surgical Services) Cardiothoracic Surgery (Surgical Services) Cardiovascular Unit (Inpatient) Chemical Dependency (Day Programs - Adult) (Non 24 Hour Care - Adult/Child/Youth) (24-hour Acute Care/Crisis Stabilization - Adult) (Partial Hospitalization - Adult) (Detox - Adult) (Non-detox - Adult) (Detox/Non-detox - Adult) Community Integration (Non 24 Hour Care) Coronary Care Unit (Inpatient) CT Scanner (Imaging/Diagnostic Services) Ear/Nose/Throat Surgery (Surgical Services) Eating Disorders/Adult/Child/Youth (Outpatient - Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) Gastroenterology (Surgical Services) Gynecological Surgery (Surgical Services) Gynecology (Inpatient) Hazardous Medication Compounding (Inpatient) Inpatient Unit (Inpatient) Neurosurgery (Surgical Services) Non-Sterile Medication Compounding (Inpatient) Normal Newborn Nursery (Inpatient) Nuclear Medicine (Imaging/Diagnostic Services) Ophthalmology (Surgical Services) Orthopedic Surgery (Surgical Services) Plastic Surgery (Surgical Services) Positron Emission Tomography (PET) (Imaging/Diagnostic Services) Post Anesthesia Care Unit (PACU) (Inpatient) Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization) Sleep Laboratory (Sleep Laboratory) Sterile Medication Compounding (Inpatient) Surgical ICU (Intensive Care Unit) Surgical Unit (Inpatient) Technology-Based Addiction Services (Non 24 Hour Care - Adult/Child/Youth) (Detox/Non-detox - Adult) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth) Teleradiology (Imaging/Diagnostic Services) Thoracic Surgery (Surgical Services) Ultrasound (Imaging/Diagnostic Services) Urology (Surgical Services) Vascular Surgery (Surgical Services) |



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Locations of Care




* Primary Location

| Locations of Care | Available Services |
|--|---|
| | <ul style="list-style-type: none"> Interventional Radiology (Imaging/Diagnostic Services) Labor & Delivery (Inpatient) Magnetic Resonance Imaging (Imaging/Diagnostic Services) Medical /Surgical Unit (Inpatient) Medical ICU (Intensive Care Unit) |
| Agnesian HealthCare, Inc DBA: SSM Health Pain Care 421 Camelot Drive Fond Du Lac, WI 54935 | Services: <ul style="list-style-type: none"> Anesthesia (Outpatient) Perform Invasive Procedure (Outpatient) Single Specialty Practitioner (Outpatient) |
| Agnesian Healthcare, Inc DBA: SSM Health Bereavement Services 1161 W. Johnson Street Fond Du Lac, WI 54937 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Agnesian Healthcare, Inc DBA: SSM Health Adult Day Services 420 East Merrill Avenue Fond Du Lac, WI 54935 | Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Perform Invasive Procedure (Outpatient) Single Specialty Practitioner (Outpatient) |
| Agnesian Healthcare, Inc DBA: SSM Health Behavioral Health 40 Camelot Drive Fond Du Lac, WI 54935 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Agnesian Beyond Boundaries of Autism Treffert Center Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Developmental Disabilities - Programs / Services (Non 24 Hour Care - Adult/Child/Youth) |
| Domestic Violence 21 S. Marr Street Fond Du Lac, WI 54935 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Community Integration (Non 24 Hour Care) Family Support (Non 24 Hour Care) Peer Support (Non 24 Hour Care) |







2019 National Patient Safety Goals

Symbol Key 3

-  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 and Human Services

| 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 |  |








2019 National Patient Safety Goals

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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 |  |



2019 National Patient Safety Goals

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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 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 2020 - March 2021

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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 | | | | |
|---|---|---|--------------------------|---------------|--------------------------|---------------|
| | | Nationwide | | Statewide | | |
| Measure | Explanation | Hospital Results | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Cesarean Birth | This measure reports the number of first-time moms with a full-term, single baby in a head-down position who delivered the baby by cesarean section. | | 16% | 25% | 14% | 22% |
| 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 49 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. | 69% of 369 eligible Patients | 71% | 50% | 77% | 63% |
| Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate | The moderate rate equals the number of patients with moderate complications. | 650% of 461 eligible Patients | 212% | 1780% | 0% | 1358% |
| Unexpected Complications in Term Newborns per 1000 livebirths - Overall Rate | This measure looks at the number of full-term single babies with a normal birth weight and with no preexisting conditions, these are babies that are expected to do well and routinely go home with the mother. | 867% of 461 eligible Patients | 1508% | 3084% | 964% | 2630% |



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* This information can also be viewed at www.hospitalcompare.hhs.gov

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Commission

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Compared to other Joint Commission
Accredited Organizations

| Measure | Explanation | Hospital Results | Compared to other Joint Commission Accredited Organizations | | | |
|---|--|-----------------------------------|--|------------------|--------------------------------|------------------|
| | | | Nationwide | Average Rate: | Statewide | Average Rate: |
| Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate | The severe rate equals the number of patients with severe complications. | 216% of 461 eligible Patients | Top 10% Scored at Least: | 1303% | Top 10% Scored at Least: | 1272% |



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