



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

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| Accreditation Programs | Accreditation Decision | Effective Date | Last Full Survey Date | Last On-Site Survey Date |
|---|------------------------|----------------|-----------------------|--------------------------|
|  Behavioral Health Care and Human Services | Accredited | 8/21/2019 | 8/20/2019 | 8/20/2019 |
|  Home Care | Accredited | 8/24/2019 | 8/23/2019 | 8/23/2019 |
|  Hospital | Accredited | 3/20/2021 | 8/23/2019 | 3/19/2021 |

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

Hospice Agency

Hospital

| Advanced Certification Programs | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
|---|------------------------|----------------|-----------------------|--------------------------|
|  Primary Stroke Center | Certification | 1/30/2019 | 4/6/2021 | 4/6/2021 |

Other Accredited Programs/Services

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

Special Quality Awards


2015 Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program

2014 Gold Plus Get With The Guidelines - Stroke

2012 ACS National Surgical Quality Improvement Program

2012 Silver - The Medal of Honor for Organ Donation

2010 Silver - The Medal of Honor for Organ Donation

| | | 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 |  |  * |



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Hospital

2021 National Patient Safety Goals

National Quality Improvement Goals:

Reporting Period:
Jan 2019 -
Dec 2019

Emergency Department

Perinatal Care

Compared to other Joint Commission Accredited Organizations

Nationwide

Statewide



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Locations of Care

* Primary Location

| Locations of Care | Available Services |
|--|--|
| Gundersen Lutheran Medical Center, Inc. * 1910 South Avenue La Crosse, WI 54601 | Joint Commission Advanced Certification Programs: <ul style="list-style-type: none"> Primary Stroke Center Services: <ul style="list-style-type: none"> Addiction Services/Adult (Non-detox - Adult) Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) (24-hour Acute Care/Crisis Stabilization - Adult/Child/Youth) 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) (Partial Hospitalization - Adult) (Non-detox - Adult) 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) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Gastroenterology (Surgical Services) GI or Endoscopy Lab (Imaging/Diagnostic Services) Gynecological Surgery (Surgical Services) Gynecology (Inpatient) Hazardous Medication Compounding (Inpatient) Hematology/Oncology Unit (Inpatient) Hospice Care Inpatient Unit (Inpatient) Medical /Surgical Unit (Inpatient) Medical ICU (Intensive Care Unit) Neuro/Spine 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) Orthopedic/Spine Unit (Inpatient) Outpatient Clinics (Outpatient) Pediatric Unit (Inpatient) Plastic Surgery (Surgical Services) Post Anesthesia Care Unit (PACU) (Inpatient) Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization) Sterile Medication Compounding (Inpatient) Surgical Unit (Inpatient) Thoracic Surgery (Surgical Services) Ultrasound (Imaging/Diagnostic Services) Urology (Surgical Services) Vascular Surgery (Surgical Services) |



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) |
| Gundersen Lutheran Medical Center, Inc. DBA: Gundersen Lutheran Medical Center Onalaska Annex 123 16th Avenue South Onalaska, WI 54650 | Services: <ul style="list-style-type: none"> Addiction Services/Adult (Non-detox - Adult) Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult/Child/Youth) (Partial Hospitalization - Adult) Chemical Dependency (Day Programs - Adult) (Non 24 Hour Care - Adult/Child/Youth) (Partial Hospitalization - Adult) (Non-detox - Adult) |
| Gundersen Lutheran Medical Center, Inc. DBA: Gundersen Lutheran Medical Center Onalaska Clinic 3111 Gundersen Drive Onalaska, WI 54650 | Services: <ul style="list-style-type: none"> Administration of Blood Product (Outpatient) Administration of High Risk Medications (Outpatient) Anesthesia (Outpatient) Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult) Hazardous Medication Compounding (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |
| Gundersen Lutheran Medical Center, Inc. DBA: Gundersen Lutheran Medical Center East Building 724 Denton La Crosse, WI 54601 | Services: <ul style="list-style-type: none"> Administration of Blood Product (Outpatient) Administration of High Risk Medications (Outpatient) Anesthesia (Outpatient) Hazardous Medication Compounding (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |
| Gundersen Lutheran Medical Center, Inc. DBA: Gundersen Lutheran Medical Center La Crosse Clinic 1836 South Avenue La Crosse, WI 54601 | Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Anesthesia (Outpatient) Hazardous Medication Compounding (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |
| Gundersen Lutheran Medical Center, Inc. DBA: Gundersen Lutheran Medical Center Founders Building 710 Denton Street La Crosse, WI 54601 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |



Locations of Care




* Primary Location

| Locations of Care | Available Services |
|---|---|
| Gundersen Lutheran Medical Center, Inc. DBA: Gundersen Lutheran Medical Center Winona Campus 1122 West Highway 61 Winona, MN 55987 | Services: <ul style="list-style-type: none"> • Administration of Blood Product (Outpatient) • Administration of High Risk Medications (Outpatient) • Anesthesia (Outpatient) • Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) • Hazardous Medication Compounding (Outpatient) • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient) |







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.

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 |  |

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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 |  |

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2021 National Patient Safety Goals

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-  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 |  |
| 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 |  |
| 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 2019 - December 2019



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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 | Statewide | Nationwide | Statewide |
| | | | Top 10% Scored at Most: | Weighted Median: | Top 10% Scored at Most: | Weighted 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 80.00 minutes 470 eligible Patients | 55.00 | 133.00 | 44.63 | 73.61 |



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

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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 | 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 56 eligible Patients | 100% | 98% | 100% | 99% |
| 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. |  --- | 12% | 25% | 11% | 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. 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. |  3% of 78 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. |  68% of 1387 eligible Patients | 73% | 51% | 78% | 62% |
| Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate | The moderate rate equals the number of patients with moderate complications. |  10 700.00 minutes 1285 eligible Patients | | | | |



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|----------------|--|------------|-----------|
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Compared to other Joint Commission Accredited Organizations

| Measure | Explanation | Compared to other Joint Commission Accredited Organizations | | | | |
|--|---|---|--------------------------|---------------|--------------------------|---------------|
| | | Hospital Results | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| 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. | 10 1167.00 minutes 1285 eligible Patients | | | | |
| Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate | The severe rate equals the number of patients with severe complications. | 10 466.00 minutes 1285 eligible Patients | | | | |



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