



# 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.
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Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
Behavioral Health Care	Accredited	4/1/2015	3/31/2015	3/31/2015
Critical Access Hospital	Accredited	4/1/2015	3/31/2015	5/13/2015
Home Care	Accredited	4/2/2015	4/1/2015	10/29/2015
Hospital	Accredited	4/4/2015	4/3/2015	5/13/2015

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

Critical Access Hospital

Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS)

Mayo Clinic Health System - Franciscan Medical Center, Inc.

700 West Avenue South, Suite 102, La Crosse, WI. 54601

Hospital

Advanced Certification Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
Primary Stroke Center	Certification	6/7/2016	6/6/2016	6/6/2016

### Other Accredited Programs/Services

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

### Special Quality Awards

2012 Top Performer on Key Quality Measures®

2014 ACS National Surgical Quality Improvement Program

Behavioral  
Health  
Care

**2015 National Patient Safety Goals**

Compared to other Joint Commission Accredited Organizations

Nationwide

Statewide



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		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Critical Access Hospital	<b>2015 National Patient Safety Goals</b>		*
Home Care	<b>2015 National Patient Safety Goals</b>		*
Hospital	<b>2015 National Patient Safety Goals</b>		*
<b>National Quality Improvement Goals:</b>			
Reporting Period:	Emergency Department	<sup>2</sup>	<sup>2</sup>
Jul 2016 - Jun 2017	Immunization	<sup>2</sup>	<sup>2</sup>
	Perinatal Care	<sup>2</sup>	<sup>2</sup>



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## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>Gerard Hall</b> DBA: Gerard Hall 940 Division Street La Crosse, WI 54601	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Residential Care - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> </ul>
<b>Mayo Clinic Health System - Franciscan Healthcare</b> DBA: Franciscan Healthcare-Sparta 310 West Main Street Sparta, WI 54656	<b>Services:</b> <ul style="list-style-type: none"> <li>Acute Care</li> <li>CT Scanner (Imaging/Diagnostic Services)</li> <li>Ear/Nose/Throat Surgery (Surgical Services)</li> <li>GI or Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>Mammography (Imaging/Diagnostic Services)</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Ophthalmology (Surgical Services)</li> <li>Orthopedic Surgery (Surgical Services)</li> <li>Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>Surgical Unit (Inpatient)</li> <li>Swing Beds</li> <li>Teleradiology (Imaging/Diagnostic Services)</li> <li>Trauma Center (Trauma Center)</li> <li>Ultrasound (Imaging/Diagnostic Services)</li> </ul>
<b>Mayo Clinic Health System - Franciscan Medical Center, Inc</b> DBA: Franciscan Healthcare - Arcadia 895 Dettloff Drive Arcadia, WI 54612	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> <li>Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Mayo Clinic Health System - Franciscan Medical Center, Inc.</b> DBA: Franciscan Healthcare - La Crosse 800 West Avenue South La Crosse, WI 54601-4783	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult/Child/Youth)</li> <li>Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Mayo Clinic Health System - Franciscan Medical Center, Inc.</b> DBA: Franciscan Healthcare - Onalaska 191 Theatre Road Onalaska, WI 54650-8679	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult/Child/Youth)</li> <li>Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>



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<b>Mayo Clinic Health System - Franciscan Medical Center, Inc.</b> DBA: Franciscan Healthcare - Sparta 310 West Main Street Sparta, WI 54656-2170	<b>Services:</b> <ul style="list-style-type: none"> <li>Addiction Care/Adult (Non-detox - Adult)</li> <li>Behavioral Health (Non 24 Hour Care - Adult/Child/Youth)</li> <li>Chemical Dependency (Day Programs - Adult) (Non 24 Hour Care - Adult/Child/Youth) (Partial - Adult) (Non-detox - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Mayo Clinic Health System - Franciscan Medical Center, Inc.</b> DBA: Men's Recovery House 1005 Jackson Street La Crosse, WI 54601	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Residential Care - Adult)</li> <li>Chemical Dependency (Residential Care - Adult) (Non-detox - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> </ul>
<b>Mayo Clinic Health System - Franciscan Medical Center, Inc.</b> DBA: Mayo Clinic Store - La Crosse 700 West Avenue South, Suite 102 La Crosse, WI 54601	<b>Services:</b> <ul style="list-style-type: none"> <li>Canes and Crutches</li> <li>Commodes</li> <li>Continuous Passive Motion (CPM) Device</li> <li>Continuous Positive Airway Pressure</li> <li>Durable Medical Equipment</li> <li>Heat/Cold Applications</li> <li>Hospital Beds - Electric</li> <li>Hospital Beds - Manual</li> <li>Nebulizers Equipment</li> <li>Ostomy Supplies</li> <li>Oxygen</li> <li>Patient Lifts and Accessories</li> <li>Prosthetics (Home Medical Equipment)</li> <li>Respiratory Assist Devices</li> <li>Respiratory Equipment</li> <li>Suction Pump</li> <li>Supplies</li> <li>Support Surfaces for Beds (New)</li> <li>Surgical Dressings</li> <li>Tracheostomy Supplies</li> <li>Traction Equipment</li> <li>Ultraviolet Light Devices</li> <li>Urological Supplies</li> <li>Walkers, Canes and Crutches</li> <li>Wheelchair Seating / Cushions</li> <li>Wheelchairs - Manual Non-Custom</li> </ul>
<b>Mayo Clinic Health System - Franciscan Medical Center, Inc.</b> DBA: Franciscan Healthcare - Occupational Health Clinic 630 10th Street South La Crosse, WI 54601	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Mayo Clinic Health System - Franciscan Medical Center, Inc.</b> DBA: Women's Recovery House 518 S 10th Street La Crosse, WI 54601	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Residential Care - Adult)</li> <li>Chemical Dependency (Residential Care - Adult) (Non-detox - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> </ul>





Locations of Care

* Primary Location	
Locations of Care	Available Services
<b>Mayo Clinic Health System - Franciscan Medical Center, Inc.</b> DBA: Franciscan Healthcare at Belle Square 232 3rd Street North Suite 100 La Crosse, WI 54601	<b>Services:</b> <ul style="list-style-type: none"><li>● Outpatient Clinics (Outpatient)</li></ul>
<b>Mayo Clinic Health System - Franciscan Medical Center, Inc.</b> DBA: Franciscan Healthcare - La Crosse 212 South Eleventh Street La Crosse, WI 54601-4783	<b>Services:</b> <ul style="list-style-type: none"><li>● Addiction Care/Adult (Non-detox - Adult)</li><li>● Behavioral Health (Non 24 Hour Care - Adult/Child/Youth)</li><li>● Chemical Dependency (Day Programs - Adult) (Non 24 Hour Care - Adult/Child/Youth) (Partial - Adult) (Non-detox - Adult)</li><li>● Peer Support (Non 24 Hour Care)</li></ul>



## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>Mayo Clinic Health System - Franciscan Medical Center, Inc. *</b> DBA: Franciscan Healthcare - La Crosse 700 West Avenue, South La Crosse, WI 54601-4783	<b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Primary Stroke Center</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>CT Scanner (Imaging/Diagnostic Services)</li> <li>Dialysis Unit (Inpatient)</li> <li>Ear/Nose/Throat Surgery (Surgical Services)</li> <li>EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li> <li>Gastroenterology (Surgical Services)</li> <li>GI or Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>Gynecological Surgery (Surgical Services)</li> <li>Gynecology (Inpatient)</li> <li>Hematology/Oncology Unit (Inpatient)</li> <li>Home Health Aides</li> <li>Home Health, Non-Hospice Services</li> <li>Hospice Care</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>Mammography (Imaging/Diagnostic Services)</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Medical ICU (Intensive Care Unit)</li> <li>Medical Social Services</li> <li>Neurosurgery (Surgical Services)</li> <li>Normal Newborn Nursery (Inpatient)</li> <li>Nuclear Medicine (Imaging/Diagnostic Services)</li> <li>Occupational Therapy</li> <li>Ophthalmology (Surgical Services)</li> <li>Orthopedic Surgery (Surgical Services)</li> <li>Pediatric Unit (Inpatient)</li> <li>Physical Therapy</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>Skilled Nursing Services</li> <li>Sleep Laboratory (Sleep Laboratory)</li> <li>Speech Language Pathology</li> <li>Surgical Unit (Inpatient)</li> <li>Teleradiology (Imaging/Diagnostic Services)</li> <li>Thoracic Surgery (Surgical Services)</li> <li>Trauma Center (Trauma Center)</li> <li>Ultrasound (Imaging/Diagnostic Services)</li> <li>Urology (Surgical Services)</li> <li>Vascular Surgery (Surgical Services)</li> </ul>





## Locations of Care




### \* Primary Location

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<b>Mayo Clinic Health System - Franciscan Medical Center, Inc.</b> DBA: Franciscan Healthcare - Holmen 1303 Main Street South Holmen, WI 54636-8927	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult/Child/Youth)</li> <li>Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Mayo Clinic Health System - Franciscan Medical Center, Inc.</b> DBA: Franciscan Healthcare - La Crescent 524 North Elm Street La Crescent, MN 55947-1027	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Mayo Clinic Health System - Franciscan Medical Center, Inc.</b> DBA: Franciscan Healthcare - Caledonia 701 North Sprague Street Caledonia, MN 55921-1066	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Mayo Clinic Health System - Franciscan Medical Center, Inc.</b> DBA: Franciscan Healthcare - Prairie Du Chien 800 East Blackhawk Avenue Prairie Du Chien, WI 53821-1698	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult/Child/Youth)</li> <li>Chemical Dependency (Non 24 Hour Care - Adult/Child/Youth) (Non-detox - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Mayo Clinic Health System - Franciscan Medical Center, Inc.</b> DBA: Franciscan Healthcare - Waukon 105 East Main Street Waukon, IA 52172-1735	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Mayo Clinic Health System - Franciscan Medical Center, Inc.</b> DBA: Franciscan Healthcare - Tomah 325 Butts Avenue Tomah, WI 54660-1412	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>







## 2015 National Patient Safety Goals

### Symbol Key

-  The organization has met the National Patient Safety Goal.
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### Behavioral Health Care

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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### Critical Access 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	
Use Alarms Safely	Use Alarms Safely on Medical Equipment	
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	
	Preventing Multi-Drug Resistant Organism Infections	
	Preventing Central-Line Associated Blood Stream Infections	
	Preventing Surgical Site Infections	
	Preventing Catheter-Associated Urinary Tract Infection	
Universal Protocol	Conducting a Pre-Procedure Verification Process	
	Marking the Procedure Site	
	Performing a Time-Out	








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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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### 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	
Use Alarms Safely	Use Alarms Safely on Medical Equipment	
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	
	Preventing Multi-Drug Resistant Organism Infections	
	Preventing Central-Line Associated Blood Stream Infections	
	Preventing Surgical Site Infections	
	Preventing Catheter-Associated Urinary Tract Infection	
The organization identifies safety risks inherent in its patient population.	Identifying Individuals at Risk for Suicide	
Universal Protocol	Conducting a Pre-Procedure Verification Process	
	Marking the Procedure Site	
	Performing a Time-Out	



## National Quality Improvement Goals

Reporting Period: July 2016 - June 2017

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Compared to other Joint Commission  
Accredited Organizations

Measure Area	Explanation	Nationwide	Statewide
Emergency Department	This category of evidence based measures assesses the time patients remain in the hospital Emergency Department prior to inpatient admission.	2	2

Compared to other Joint Commission  
Accredited Organizations

Measure	Explanation	Hospital Results	Compared to other Joint Commission Accredited Organizations			
			Nationwide		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.	2 104.00 minutes 538 eligible Patients	55.00	131.00	43.81	71.57
Median Time from ED Arrival to ED Departure for Admitted ED Patients	The amount of time (in minutes) from the time the patient arrives in the Emergency Department until the patient is admitted as an inpatient into the hospital.	2 207.00 minutes 539 eligible Patients	204.00	317.00	179.38	214.35



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Compared to other Joint Commission  
Accredited Organizations

Measure Area	Explanation	Nationwide	Statewide
Immunization	This evidence-based prevention measure set assesses immunization activity for pneumonia and influenza.	 2	 2

Compared to other Joint Commission  
Accredited Organizations

Measure	Explanation					
		Hospital Results	Nationwide Top 10% Scored at Least:	Average Rate:	Statewide Top 10% Scored at Least:	Average Rate:
Influenza Immunization	This prevention measure addresses acute care hospitalized inpatients age 6 months and older who were screened for seasonal influenza immunization status and were vaccinated prior to discharge if indicated.	  98% of 559 eligible Patients	100%	94%	100%	96%



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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	Compared to other Joint Commission Accredited Organizations				
		Hospital Results	Nationwide Top 10% Scored at Least:	Average Rate:	Statewide 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.	 95% of 20 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.	 0% of 61 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.	 64% of 737 eligible Patients	74%	52%	80%	63%



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