



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



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 | 3/14/2018 | 3/14/2018 |
| Critical Access Hospital | Accredited | 4/1/2015 | 3/15/2018 | 4/25/2018 |
| Home Care | Accredited | 4/2/2015 | 3/15/2018 | 3/15/2018 |
| Hospital | Accredited | 4/4/2015 | 3/16/2018 | 4/25/2018 |

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 | 2015 National Patient Safety Goals | | * |
| Home Care | 2015 National Patient Safety Goals | | * |
| Hospital | 2018 National Patient Safety Goals | | * |
| National Quality Improvement Goals: | | | |
| Reporting Period: Oct 2016 - Sep 2017 | Emergency Department | ² | ² |
| | Immunization | ² | ² |
| | Perinatal Care | ² | ² |



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Locations of Care

* Primary Location

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



Locations of Care

* Primary Location

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



Locations of Care

* Primary Location

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



Locations of Care

* Primary Location

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



Locations of Care




* Primary Location

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







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 |  |


















2015 National Patient Safety Goals

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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 |  |



2018 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 |  |
| | 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 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: October 2016 - September 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. | 2 116.00 minutes 553 eligible Patients | 55.00 | 131.00 | 44.07 | 71.72 |
| 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. | 2 217.00 minutes 554 eligible Patients | 205.00 | 317.00 | 176.20 | 214.89 |



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National Quality Improvement Goals

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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 | 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. | 94% of 18 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 56 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. | 62% of 708 eligible Patients | 74% | 52% | 77% | 62% |



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