



# 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.
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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	3/15/2018	3/14/2018	3/14/2018
Critical Access Hospital	Accredited	3/16/2018	3/15/2018	4/25/2018
Home Care	Accredited	3/16/2018	3/15/2018	3/15/2018
Hospital	Accredited	3/17/2018	3/16/2018	10/2/2018

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

Critical Access Hospital

Hospital

Advanced Certification Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
Primary Stroke Center	Certification	7/14/2018	7/13/2018	7/13/2018

### 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

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Behavioral Health Care and Human Services	2018 National Patient Safety Goals		*
Critical Access Hospital	2018 National Patient Safety Goals		*



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



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## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<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>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>
<b>Mayo Clinic Health System - Franciscan Medical Center, Inc.</b> DBA: Franciscan Healthcare - Sparta Clinic 310 West Main Street Sparta, WI 54656	<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>



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<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>





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<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>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>Mammography (Imaging/Diagnostic Services)</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Medical ICU (Intensive Care Unit)</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>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>Sleep Laboratory (Sleep Laboratory)</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>Trauma Center (Trauma Center)</li> <li>Ultrasound (Imaging/Diagnostic Services)</li> <li>Urology (Surgical Services)</li> <li>Vascular Surgery (Surgical Services)</li> </ul>
<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>



## Locations of Care

### \* Primary Location




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<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 - Tomah 325 Butts Avenue Tomah, WI 54660-1412	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult/Child/Youth)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>
<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 - Sparta Eye Clinic 400 Jefferson Ave. Sparta, WI 54656	<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 - Hospice 620 11th Street South La Crosse, WI 54601	<b>Services:</b> <ul style="list-style-type: none"> <li>Hospice Care</li> </ul>









## 2018 National Patient Safety Goals

### Symbol Key

-  The organization has met the National Patient Safety Goal.
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### 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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### 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	
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	
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	
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: 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.	<sup>2</sup>	<sup>2</sup>

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.	<sup>2</sup>  67.00 minutes 457 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](http://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	Compared to other Joint Commission Accredited Organizations			
			Nationwide	Average	Statewide	Average
			Top 10% Scored at Least:	Rate:	Top 10% Scored at Least:	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.	 75% of 4 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 40 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.	 59% of 601 eligible Patients	73%	51%	78%	62%



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