



# 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.



## Summary of Quality Information





### Symbol Key 1

-  This organization achieved the best possible results.
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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	3/15/2018	3/14/2018	3/14/2018
 Critical Access Hospital	Accredited	9/25/2021	9/24/2021	9/24/2021
 Home Care	Accredited	9/25/2021	9/24/2021	9/24/2021
 Hospital	Accredited	9/25/2021	9/24/2021	9/24/2021

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

Critical Access Hospital  
Hospice Agency  
Hospital

Advanced Certification Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
 Primary Stroke Center	Certification	12/16/2020	4/15/2022	4/15/2022

### 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 and Human Services

Critical Access Hospital

### 2018 National Patient Safety Goals

### 2021 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
<b>National Quality Improvement Goals:</b>			
Reporting Period: Apr 2020 - Mar 2021	Perinatal Care	<sup>2</sup>	<sup>2</sup>
Home Care	<b>2021 National Patient Safety Goals</b>		*
Hospital	<b>2021 National Patient Safety Goals</b>		*
<b>National Quality Improvement Goals:</b>			
Reporting Period: Apr 2020 - Mar 2021	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 Services/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 Hospitalization - Adult) (Non-detox - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>



Locations of Care

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<b>Mayo Clinic Health System - Franciscan Medical Center, Inc.</b> DBA: Franciscan Healthcare - La Crosse 615 South 10th Street La Crosse, WI 54601-4783	<b>Services:</b> <ul style="list-style-type: none"><li>• Addiction Services/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 Hospitalization - Adult) (Non-detox - Adult)</li><li>• Peer Support (Non 24 Hour Care)</li></ul>



## Locations of Care

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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>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>



# Mayo Clinic Health System - Franciscan Medical Center, Inc.

DBA: Mayo Clinic Health System - Franciscan Healthcare,  
700 West Avenue South, La Crosse, WI

Org ID: 7650



## Locations of Care




### \* Primary Location

Locations of Care	Available Services
<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 700 West Avenue South La Crosse, WI 54601	<b>Services:</b> <ul style="list-style-type: none"> <li>Hospice Care</li> </ul>







## 2018 National Patient Safety Goals

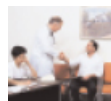
### Symbol Key 3

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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	














## 2021 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	
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: 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 25 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.	 61% of 521 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.	 2489% of 482 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.	 3319% of 482 eligible Patients	1508%	3084%	964%	2630%



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Compared to other Joint  
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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.	 829% of 482 eligible Patients	Top 10% Scored at Least:	1303%	Top 10% Scored at Least:	1272%



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
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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	














## 2021 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	
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	
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## National Quality Improvement Goals

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Compared to other Joint Commission  
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Measure	Explanation					
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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 25 eligible Patients	0%	2%	0%	2%
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Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate	The moderate rate equals the number of patients with moderate complications.	 2489% of 482 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.	 3319% of 482 eligible Patients	1508%	3084%	964%	2630%



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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	Top 10% Scored at Least:	Average Rate:	Top 10% Scored at Least:	Average Rate:
Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate	The severe rate equals the number of patients with severe complications.	 829% of 482 eligible Patients	501%	1303%	201%	1272%



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