

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

0	This organization achieved the best possible results.
	This organization's performance is above the target range/value.
	This organization's performance is similar to the target range/value.
Θ	This organization's performance is below the target range/value.
	This Measure is not applicable for this organization.
•••	Not displayed

Footnote Key

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- 11. There were no eligible patients that met the denominator criteria.

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
🥝 Home Care	Accredited	10/7/2017	10/6/2017	11/17/2017
🎯 Hospital	Accredited	12/21/2017	10/6/2017	12/21/2017
olimitation States Laboratory	Accredited	10/27/2017	10/26/2017	10/26/2017

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

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

University of Wisconsin Hospitals and Clinics Authority 621 Science Drive, Madison, WI. 53711 University of Wisconsin Hospitals and Clinics Authority 6630 University Ave., Middleton, WI. 53562 University of Wisconsin Hospitals and Clinics Authority 6220 University Avenue, Madison, WI. 53705 University of Wisconsin Hospitals and Clinics Authority 600 Highland Avenue, Room E5/230, Madison, WI. 53792-8350 University of Wisconsin Hospitals and Clinics Authority 600 Highland Avenue, Room K4/213, Madison, WI. 53792-8350 University of Wisconsin Hospitals and Clinics Authority 600 Highland Ave, Room 1338, Mail C-150, Madison, WI. 53792-8350 University of Wisconsin Hospitals and Clinics Authority 600 Highland Avenue, Madison, WI. 53792 University of Wisconsin Hospitals and Clinics Authority 1 S. Park Street, Suite H1012, Madison, WI. 53715 University of Wisconsin Hospitals and Clinics Authority 1050 East Broadway, Monona, WI. 53716 University of Wisconsin Hospitals and Clinics Authority 5249 E Terrace Dr, Madison, WI. 53718 University of Wisconsin Hospitals and Clinics Authority 451 Junction Rd Ste 9901 Rm 1191, Madison, WI. 53717 University of Wisconsin Hospitals and Clinics Authority 2880 University Ave, Rm 177, Madison, WI. 53705 University of Wisconsin Hospitals and Clinics Authority 4602 Eastpark Blvd, Room 1301, Madison, WI. 53718 University of Wisconsin Hospitals and Clinics Authority 4602 Eastpark Blvd, Room 2520, Madison, WI. 53718 University of Wisconsin Hospitals and Clinics Authority 3185 Deming Way, Middleton, WI. 53562-1435 Hospital

Certification programs recognized by the Centers for Medicare and Medicaid Services (CMS) Ventricular Assist Device

600 Highland Avenue, Madison, WI



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Advanced Certification Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
Advanced Comprehensive Stroke Center	Certification	9/26/2018	9/25/2018	9/25/2018
olimitation Diabetes	Certification	4/7/2018	4/6/2018	4/6/2018
🎯 Ventricular Assist Device	Certification	7/25/2018	7/24/2018	7/24/2018

Other Accredited Programs/Services

- Hospital (Accredited by American College of Surgeons-Commission on Cancer (ACoS-COC))
- Laboratory (Accredited by American Society for Histocompatibility and Immunogenetics (ASHI))

Special Quality Awards

- 2014 Top Performer on Key Quality Measures®
- 2015 Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
- 2014 Hospital Magnet Award
- 2013 Gold Get With The Guidelines Stroke
- 2012 ACS National Surgical Quality Improvement Program
- ${\bf 2012}$ 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
Home Care	2016National Patient Safety Goals	\bigotimes	*
Hospital	2018National Patient Safety Goals	\bigotimes	*
-	National Quality Improvement Goals:		
Reporting Period:	Emergency Department	(10) ²	(m) ²
Jan 2018 - Dec 2018	Immunization	(1) ²	2 ²
Laboratory	2017National Patient Safety Goals	${\mathfrak O}$	×

The Joint Commission only reports measures endorsed by the National Quality Forum.



Locations of Care

* Primary Location

Locations of Care	Available Services
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health University Station Clinics 2880 University Avenue Madison, WI 53705	Services: • Administration of High Risk Medications (Outpatient) • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health East Clinic 5249 East Terrace Drive Madison, WI 53718	Services: • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Research Park 621 Science Drive Madison, WI 53711	 Services: Administration of High Risk Medications (Outpatient) Canes and Crutches Custom Orthoses Fabricated Durable Medical Equipment General Laboratory Tests Heat/Cold Applications Neuromuscular Electrical Stimulators Off The Shelf Orthoses Orthoses Prefabricated - Custom fitted Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) Supplies Surgical Dressings Tens Units
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Oakwood Clinic 6209 Mineral Point Road Madison, WI 53705	Services: Single Specialty Practitioner (Outpatient)
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Waisman Center 1500 Highland Avenue Madison, WI 53705	Services: • Outpatient Clinics (Outpatient)



Locations of Care

* Primary Location

Available Services
ission Advanced Certification Programs: omprehensive Stroke Center betes ssist Device al Health (24-hour re/Crisis on - Adult) erapy Diagnostic (Inpatient) Satheterization Lab Services) surgery (Surgical services) scular Unit) Care Unit) Care Unit) Care Unit) Diagnostic Err Err Diagnostic Err Err Diagnostic Err Err Diagnostic Err Err Diagnostic Err Err Diagnostic Err Err Err Err Err Err Err Er
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Locations of Care

* Primary Location

600 Highland Avenue, Madison, WI

Locations of Care	Available Services
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health West Clinic 451 Junction Road Madison, WI 53717	Services: • Administration of High Risk Medications (Outpatient) • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Rehabilitation Clinics 6630 University Ave. Middleton, WI 53562	 Services: Administration of High Risk Medications (Outpatient) Canes and Crutches Custom Orthoses Fabricated Diabetic Footwear and Inserts Diabetic Shoes and Inserts-custom Durable Medical Equipment General Laboratory Tests Off The Shelf Orthoses
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Kidney Clinic 3034 Fish Hatchery Rd. Madison, WI 53713	Services: • General Laboratory Tests • Single Specialty Practitioner (Outpatient)
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Adolescent Alcohol/Drug Assessment Intervention 122 E. Olin Ave., Suite 275 Madison, WI 53713	Services: Single Specialty Practitioner (Outpatient)
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Orthotics and Prosthetics 6220 University Avenue Madison, WI 53705	 Services: Custom Orthoses Fabricated Diabetic Footwear and Inserts Diabetic Shoes and Inserts-custom Durable Medical Equipment Limb Prostheses Neuromuscular Electrical Stimulators Off The Shelf Orthoses Orthoses Prefabricated - Custom fitted Prosthetics (Home Medical Equipment) Supplies



* Primary Location	Aveilable Comisse
Locations of Care University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Pharmacy Services 600 Highland Avenue, Room E5/230 Madison, WI 53792-8350	Available Services Services: Blood Glucose Monitors (non-mail order) Durable Medical Equipment Enteral Equipment and/or Supplies Enteral Nutrients External Infusion Pump Surgical Dressings Nebulizers Equipment Ostomy Supplies Prosthetics (Home Medical Equipment) Respiratory Equipment Supplies Surgical Dressings
University of Wisconsin	 Supplies External Infusion Pumps Implanted Infusion Pumps and Supplies Insulin Infusion Pump Supplies Insulin Infusion Pumps
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Pharmacy Services 600 Highland Avenue, Room K4/213 Madison, WI 53792-8350	 Services: Blood Glucose Monitors (non-mail order) Durable Medical Equipment Enteral Equipment and/or Supplies Enteral Nutrients External Infusion Pump Supplies External Infusion Pumps and Supplies Insulin Infusion Pump Supplies Insulin Infusion Pumps Insulin Infusion Pumps Insulin Infusion Pumps
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Pharmacy Services 600 Highland Ave, Room 1338, Mail C-150 Madison, WI 53792-8350	 Services: Blood Glucose Monitors (non-mail order) Durable Medical Equipment Enteral Equipment and/or Supplies Enteral Nutrients External Infusion Pump Supplies External Infusion Pumps Implanted Infusion Pump Supplies Insulin Infusion Pump Supplies Insulin Infusion Pumps Insulin Infusion Pumps Insulin Infusion Pumps Insulin Infusion Pumps



Locations of Care	Available	Services
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health UH Rehab DME 600 Highland Avenue Madison, WI 53792	Services: • Canes and Crutches • Custom Orthoses Fabricated • Durable Medical Equipment • Heat/Cold Applications • Neuromuscular Electrical Stimulators	 Off The Shelf Orthoses Orthoses Prefabricated - Custom fitted Supplies Surgical Dressings Tens Units
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Hand and Upper Extremity Rehabilitation Clinic 1 S. Park Street, Suite H1012 Madison, WI 53715	Services: • Custom Orthoses Fabricated • Durable Medical Equipment • Neuromuscular Electrical Stimulators • Off The Shelf Orthoses	 Orthoses Prefabricated - Custom fitted Single Specialty Practitioner (Outpatient) Supplies Surgical Dressings
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Yahara Rehab Clinic 1050 East Broadway Monona, WI 53716	Services: • Canes and Crutches • Custom Orthoses Fabricated • Durable Medical Equipment • Neuromuscular Electrical Stimulators • Off The Shelf Orthoses • Orthoses Prefabricated - Custom fitted	 Single Specialty Practitioner (Outpatient) Supplies Surgical Dressings Tens Units Walkers, Canes and Crutches
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Pharmacy Services 5249 E Terrace Dr Madison, WI 53718	 Services: Blood Glucose Monitors (non-mail order) Durable Medical Equipment Enteral Equipment and/or Supplies Enteral Nutrients External Infusion Pump Supplies External Infusion Pumps Implanted Infusion Pumps and Supplies Insulin Infusion Pump Supplies Insulin Infusion Pumps 	 Nebulizers Equipment Ostomy Supplies Prosthetics (Home Medical Equipment) Respiratory Equipment Supplies Surgical Dressings Tracheostomy Supplies Urological Supplies



Locations of Care	Available Services
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Pharmacy Services 451 Junction Rd Ste 9901 Rm 1191 Madison, WI 53717	 Services: Blood Glucose Monitors (non-mail order) Durable Medical Equipment Enteral Equipment and/or Supplies Enteral Nutrients External Infusion Pumps Supplies External Infusion Pumps and Supplies Insulin Infusion Pump Supplies Insulin Infusion Pumps and Supplies Insulin Infusion Pumps Supplies Insulin Infusion Pumps Insulin Infusion Pumps
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Pharmacy Services Rm 177 2880 University Ave, Rm 177 Madison, WI 53705	 Services: Blood Glucose Monitors (non-mail order) Durable Medical Equipment Enteral Equipment and/or Supplies Enteral Nutrients External Infusion Pumps Supplies External Infusion Pumps and Supplies Insulin Infusion Pump Supplies Insulin Infusion Pumps Insulin Infusion Pumps Insulin Infusion Pumps Insulin Infusion Pumps
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Digestive Health Center 750 University Row Madison, WI 53705	Services: • Administration of High Risk Medications (Outpatient) • Anesthesia (Outpatient) • General Laboratory Tests • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)



Locations of Care	Available Services
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health at The American Center 4602 Eastpark Boulevard Madison, WI 53718	 Services: CT Scanner (Imaging/Diagnostic Services) Dialysis Unit (Inpatient) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Gastroenterology (Surgical Services) Gastroenterology (Surgical Services) General Laboratory Tests Inpatient Unit (Inpatient) Magnetic Resonance Imaging (Imaging/Diagnostic Services) Medical /Surgical Unit (Inpatient) Neuro/Spine Unit (Inpatient) Neuro/Spine Unit (Inpatient) Neuro/Spine Unit (Inpatient)
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health at The American Center 4602 Eastpark Blvd, Room 1301 Madison, WI 53718	Services: • Blood Glucose Monitors (non-mail order) • Durable Medical Equipment • Nebulizers Equipment • Respiratory Equipment
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health at The American Center 4602 Eastpark Blvd, Room 2520 Madison, WI 53718	 Services: Canes and Crutches Custom Orthoses Fabricated Diabetic Footwear and Inserts Diabetic Shoes and Inserts-custom Durable Medical Equipment Heat/Cold Applications Neuromuscular Electrical Stimulators Off The Shelf Orthoses Orthoses Prefabricated - Custom fitted Surgical Dressings Tens Units Walkers, Canes and Crutches
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Union Corners Physical Therapy 2502 Winnebago Street Madison, WI 53705	Services: • Single Specialty Practitioner (Outpatient)
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Pain Management Clinic 1102 S. Park Street, 3rd Floor Madison, WI 53715	Services: • Administration of High Risk Medications (Outpatient) • Perform Invasive Procedure (Outpatient) • Single Specialty Practitioner (Outpatient)



Locations of Care

* Primary Location

Locations of Care	Available Services			
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Pharmacy Services 3185 Deming Way Middleton, WI 53562-1435	Services: • Blood Glucose Monitors (non-mail order) • Durable Medical Equipment • Insulin Infusion Pump Supplies • Nebulizers Equipment • Respiratory Equipment			
University of Wisconsin Hospitals and Clinics Authority DBA: UW Health Advanced Pelvic Surgery Clinic 202 South Park Street Madison, WI 53715	Services: • General Laboratory Tests • Perform Invasive Procedure (Outpatient) • Single Specialty Practitioner (Outpatient)			



2016 National Patient Safety Goals

Home Care

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	Ø
Improve the safety of using medications.	Reconciling Medication Information	()
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	Ø
Reduce the risk of patient harm resulting from falls.	Implementing a Fall Reduction Program	Ø
The organization identifies safety risks inherent in its patient population.	Identifying Risks Associated with Home Oxygen	()

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.

600 Highland Avenue, Madison, WI



2018 National Patient Safety Goals

Hospital

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	Ø
	Eliminating Transfusion Errors	\bigcirc
Improve the effectiveness of communication among caregivers.	Timely Reporting of Critical Tests and Critical Results	Ø
Improve the safety of using medications.	Labeling Medications	Ø
	Reducing Harm from Anticoagulation Therapy	\bigcirc
	Reconciling Medication Information	\bigcirc
Reduce the harm associated with clinical alarm systems.	Use Alarms Safely on Medical Equipment	Ø
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	Ø
	Preventing Multi-Drug Resistant Organism Infections	\bigcirc
	Preventing Central-Line Associated Blood Stream Infections	<u>ତ</u> ୍ତ୍ର ତ
	Preventing Surgical Site Infections	\bigcirc
	Preventing Catheter-Associated Urinary Tract Infection	\bigcirc
The organization identifies safety risks inherent in its patient population.	Identifying Individuals at Risk for Suicide	Ø
Universal Protocol	Conducting a Pre-Procedure Verification Process	\bigcirc
	Marking the Procedure Site	\bigcirc
	Performing a Time-Out	\bigcirc

Symbol Key

The organization has met the National Patient Safety Cool Patient Safety Goal. The organization has not met the (-National Patient Safety Goal. The Goal is not applicable for this **N** organization.

600 Highland Avenue, Madison, WI



National Quality Improvement Goals

Reporting Period: January 2018 - December 2018

Symbol Key

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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			'n	
		1	Vationwide		State	wide
Measure	Explanation	Hospital Results	Top 10% Scored at Most:	Weighte d Median:	Top 10% Scored at Most:	Weighte d 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.	VCD 2 75.00 minutes 466 eligible Patients	56.00	137.00	42.58	75.43
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.	293.00 minutes 466 eligible Patients	207.00	321.00	178.45	219.46

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This information can also be viewed at www.hospitalcompare.hhs.gov -- Null value or data not displayed.

600 Highland Avenue, Madison, WI



National Quality Improvement Goals

Reporting Period: January 2018 - December 2018

		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				
		1	Vationwide		State	wide
Measure	Explanation	Hospital Results	Top 10% Scored at Least:	•	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.	97% of 573 eligible Patients	100%	94%	100%	96%

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2017 National Patient Safety Goals

Laboratory

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	Ø
Improve the effectiveness of communication among caregivers.	Timely Reporting of Critical Tests and Critical Results	Ø
Reduce the risk of health care-associated infections	Meeting Hand Hygiene Guidelines	Ø

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