



# 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

-  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.
-  This organization's performance is below the target range/value.
-  This Measure is not applicable for this organization.
-  Not displayed

### Footnote Key

1. The Measure or Measure Set was not reported.
2. The Measure Set does not have an overall result.
3. The number of patients is not enough for comparison purposes.
4. The measure meets the Privacy Disclosure Threshold rule.
5. The organization scored above 90% but was below most other organizations.
6. The Measure results are not statistically valid.
7. The Measure results are based on a sample of patients.
8. The number of months with Measure data is below the reporting requirement.
9. The measure results are temporarily suppressed pending resubmission of updated data.
10. Test Measure: a measure being evaluated for reliability of the individual data elements or awaiting National Quality Forum Endorsement.
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
 Laboratory	Accredited	10/25/2019	10/24/2019	10/24/2019

### 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, 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

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

Advanced Certification Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
 Advanced Comprehensive Stroke Center	Certification	5/13/2021	5/12/2021	5/12/2021
 Inpatient Diabetes	Certification	8/13/2021	8/12/2021	8/12/2021
 Ventricular Assist Device	Certification	7/25/2018	6/3/2021	6/3/2021

### 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))









## Summary of Quality Information

### 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  
 2012 Silver - The Medal of Honor for Organ Donation  
 2010 Silver - The Medal of Honor for Organ Donation

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		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Home Care	2016National Patient Safety Goals		 *
Hospital	2018National Patient Safety Goals		 *
Reporting Period: Jan 2019 - Dec 2019	National Quality Improvement Goals:		
	Emergency Department	 <sup>2</sup>	 <sup>2</sup>
Laboratory	2019National Patient Safety Goals		 *



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



## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>University of Wisconsin Hospitals and Clinics Authority</b> DBA: UW Health University Station Clinics 2880 University Avenue Madison, WI 53705	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>University of Wisconsin Hospitals and Clinics Authority</b> DBA: UW Health East Clinic 5249 East Terrace Drive Madison, WI 53718	<b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>University of Wisconsin Hospitals and Clinics Authority</b> DBA: UW Health Research Park 621 Science Drive Madison, WI 53711	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Canes and Crutches</li> <li>Custom Orthoses Fabricated</li> <li>Durable Medical Equipment</li> <li>General Laboratory Tests</li> <li>Heat/Cold Applications</li> <li>Neuromuscular Electrical Stimulators</li> <li>Off The Shelf Orthoses</li> <li>Orthoses Prefabricated - Custom fitted</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> <li>Supplies</li> <li>Surgical Dressings</li> <li>Tens Units</li> </ul>
<b>University of Wisconsin Hospitals and Clinics Authority</b> DBA: UW Health Waisman Center 1500 Highland Avenue Madison, WI 53705	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>



## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>University of Wisconsin Hospitals and Clinics Authority *</b> DBA: University of Wisconsin Hospital and Clinics 600 Highland Avenue Madison, WI 53792-8350	<b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Advanced Comprehensive Stroke Center</li> <li>Inpatient Diabetes</li> <li>Ventricular Assist Device</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult)</li> <li>Brachytherapy (Imaging/Diagnostic Services)</li> <li>Burn Unit (Inpatient)</li> <li>Cardiac Catheterization Lab (Surgical Services)</li> <li>Cardiac Surgery (Surgical Services)</li> <li>Cardiothoracic Surgery (Surgical Services)</li> <li>Cardiovascular Unit (Inpatient)</li> <li>Coronary Care Unit (Inpatient)</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>General Laboratory Tests</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>Inpatient Unit (Inpatient)</li> <li>Interventional Radiology (Imaging/Diagnostic Services)</li> <li>Magnetic Resonance Imaging (Imaging/Diagnostic Services)</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Medical ICU (Intensive Care Unit)</li> <li>Neuro/Spine ICU (Intensive Care Unit)</li> <li>Neuro/Spine Unit (Inpatient)</li> <li>Neurosurgery (Surgical Services)</li> <li>Non-Sterile Medication Compounding (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>Orthopedic/Spine Unit (Inpatient)</li> <li>Outpatient Clinics (Outpatient)</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>Sterile Medication Compounding (Inpatient)</li> <li>Surgical ICU (Intensive Care Unit)</li> <li>Surgical Unit (Inpatient)</li> <li>Teleradiology (Imaging/Diagnostic Services)</li> <li>Thoracic Surgery (Surgical Services)</li> <li>Toxicology</li> <li>Transplant Surgery (Surgical Services)</li> <li>Ultrasound (Imaging/Diagnostic Services)</li> <li>Urology (Surgical Services)</li> <li>Vascular Surgery (Surgical Services)</li> </ul>





## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>University of Wisconsin Hospitals and Clinics Authority</b> DBA: UW Health West Clinic 451 Junction Road Madison, WI 53717	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>General Laboratory Tests</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>University of Wisconsin Hospitals and Clinics Authority</b> DBA: UW Health Rehabilitation Clinics 6630 University Ave. Middleton, WI 53562	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Canes and Crutches</li> <li>Custom Orthoses Fabricated</li> <li>Diabetic Footwear and Inserts</li> <li>Diabetic Shoes and Inserts-custom</li> <li>Durable Medical Equipment</li> <li>General Laboratory Tests</li> <li>Off The Shelf Orthoses</li> <li>Orthoses Prefabricated - Custom fitted</li> <li>Perform Invasive Procedure (Outpatient)</li> <li>Single Specialty Practitioner (Outpatient)</li> <li>Supplies</li> <li>Surgical Dressings</li> <li>Tens Units</li> <li>Walkers, Canes and Crutches</li> </ul>
<b>University of Wisconsin Hospitals and Clinics Authority</b> DBA: UW Health Kidney Clinic 3034 Fish Hatchery Rd. Madison, WI 53713	<b>Services:</b> <ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>University of Wisconsin Hospitals and Clinics Authority</b> DBA: UW Health Adolescent Alcohol/Drug Assessment Intervention 122 E. Olin Ave., Suite 275 Madison, WI 53713	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>University of Wisconsin Hospitals and Clinics Authority</b> DBA: UW Health Orthotics and Prosthetics 6220 University Avenue Madison, WI 53705	<b>Services:</b> <ul style="list-style-type: none"> <li>Custom Orthoses Fabricated</li> <li>Diabetic Footwear and Inserts</li> <li>Diabetic Shoes and Inserts-custom</li> <li>Durable Medical Equipment</li> <li>Limb Prostheses</li> <li>Neuromuscular Electrical Stimulators</li> <li>Off The Shelf Orthoses</li> <li>Orthoses Prefabricated - Custom fitted</li> <li>Prosthetics (Home Medical Equipment)</li> <li>Supplies</li> </ul>
<b>University of Wisconsin Hospitals and Clinics Authority</b> DBA: UW Health UH Rehab DME 600 Highland Avenue Madison, WI 53792	<b>Services:</b> <ul style="list-style-type: none"> <li>Canes and Crutches</li> <li>Custom Orthoses Fabricated</li> <li>Durable Medical Equipment</li> <li>Heat/Cold Applications</li> <li>Neuromuscular Electrical Stimulators</li> <li>Off The Shelf Orthoses</li> <li>Orthoses Prefabricated - Custom fitted</li> <li>Supplies</li> <li>Surgical Dressings</li> <li>Tens Units</li> </ul>



## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>University of Wisconsin Hospitals and Clinics Authority</b> DBA: UW Health Hand and Upper Extremity Rehabilitation Clinic 1 S. Park Street, Suite H1012 Madison, WI 53715	<b>Services:</b> <ul style="list-style-type: none"> <li>• Custom Orthoses Fabricated</li> <li>• Durable Medical Equipment</li> <li>• Neuromuscular Electrical Stimulators</li> <li>• Off The Shelf Orthoses</li> <li>• Orthoses Prefabricated - Custom fitted</li> <li>• Single Specialty Practitioner (Outpatient)</li> <li>• Supplies</li> <li>• Surgical Dressings</li> </ul>
<b>University of Wisconsin Hospitals and Clinics Authority</b> DBA: UW Health Yahara Rehab Clinic 1050 East Broadway Monona, WI 53716	<b>Services:</b> <ul style="list-style-type: none"> <li>• Canes and Crutches</li> <li>• Custom Orthoses Fabricated</li> <li>• Durable Medical Equipment</li> <li>• Neuromuscular Electrical Stimulators</li> <li>• Off The Shelf Orthoses</li> <li>• Orthoses Prefabricated - Custom fitted</li> <li>• Single Specialty Practitioner (Outpatient)</li> <li>• Supplies</li> <li>• Surgical Dressings</li> <li>• Tens Units</li> <li>• Walkers, Canes and Crutches</li> </ul>
<b>University of Wisconsin Hospitals and Clinics Authority</b> DBA: UW Health Digestive Health Center 750 University Row Madison, WI 53705	<b>Services:</b> <ul style="list-style-type: none"> <li>• Administration of High Risk Medications (Outpatient)</li> <li>• Anesthesia (Outpatient)</li> <li>• General Laboratory Tests</li> <li>• Outpatient Clinics (Outpatient)</li> <li>• Perform Invasive Procedure (Outpatient)</li> </ul>
<b>University of Wisconsin Hospitals and Clinics Authority</b> DBA: UW Health at The American Center 4602 Eastpark Boulevard Madison, WI 53718	<b>Services:</b> <ul style="list-style-type: none"> <li>• CT Scanner (Imaging/Diagnostic Services)</li> <li>• Dialysis Unit (Inpatient)</li> <li>• EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li> <li>• Gastroenterology (Surgical Services)</li> <li>• General Laboratory Tests</li> <li>• GI or Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>• Hazardous Medication Compounding (Inpatient)</li> <li>• Inpatient Unit (Inpatient)</li> <li>• Magnetic Resonance Imaging (Imaging/Diagnostic Services)</li> <li>• Medical /Surgical Unit (Inpatient)</li> <li>• Neuro/Spine Unit (Inpatient)</li> <li>• Neurosurgery (Surgical Services)</li> <li>• Non-Sterile Medication Compounding (Inpatient)</li> <li>• Nuclear Medicine (Imaging/Diagnostic Services)</li> <li>• Orthopedic Surgery (Surgical Services)</li> <li>• Orthopedic/Spine Unit (Inpatient)</li> <li>• Outpatient Clinics (Outpatient)</li> <li>• Plastic Surgery (Surgical Services)</li> <li>• Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>• Sterile Medication Compounding (Inpatient)</li> <li>• Teleradiology (Imaging/Diagnostic Services)</li> <li>• Ultrasound (Imaging/Diagnostic Services)</li> <li>• Urology (Surgical Services)</li> </ul>





## Locations of Care




### \* Primary Location

Locations of Care	Available Services
<b>University of Wisconsin Hospitals and Clinics Authority</b> DBA: UW Health at The American Center 4602 Eastpark Blvd, Room 2520 Madison, WI 53718	<b>Services:</b> <ul style="list-style-type: none"> <li>• Canes and Crutches</li> <li>• Custom Orthoses Fabricated</li> <li>• Diabetic Footwear and Inserts</li> <li>• Diabetic Shoes and Inserts-custom</li> <li>• Durable Medical Equipment</li> <li>• Heat/Cold Applications</li> <li>• Neuromuscular Electrical Stimulators</li> <li>• Off The Shelf Orthoses</li> <li>• Orthoses Prefabricated - Custom fitted</li> <li>• Supplies</li> <li>• Surgical Dressings</li> <li>• Tens Units</li> <li>• Walkers, Canes and Crutches</li> </ul>
<b>University of Wisconsin Hospitals and Clinics Authority</b> DBA: UW Health Union Corners Physical Therapy 2402 Winnebago Street Madison, WI 53705	<b>Services:</b> <ul style="list-style-type: none"> <li>• Single Specialty Practitioner (Outpatient)</li> </ul>
<b>University of Wisconsin Hospitals and Clinics Authority</b> DBA: UW Health Pain Management Clinic 1102 S. Park Street, 3rd Floor Madison, WI 53715	<b>Services:</b> <ul style="list-style-type: none"> <li>• Administration of High Risk Medications (Outpatient)</li> <li>• Perform Invasive Procedure (Outpatient)</li> <li>• Single Specialty Practitioner (Outpatient)</li> </ul>
<b>University of Wisconsin Hospitals and Clinics Authority</b> DBA: UW Health Pharmacy Services 3185 Deming Way Middleton, WI 53562-1435	<b>Services:</b> <ul style="list-style-type: none"> <li>• Blood Glucose Monitors (non-mail order)</li> <li>• Durable Medical Equipment</li> <li>• Nebulizers Equipment</li> <li>• Pharmacy/Dispensary, General Services</li> <li>• Respiratory Equipment</li> <li>• Specialty Pharmacy</li> </ul>
<b>University of Wisconsin Hospitals and Clinics Authority</b> DBA: UW Health Advanced Pelvic Surgery Clinic 202 South Park Street Madison, WI 53715	<b>Services:</b> <ul style="list-style-type: none"> <li>• General Laboratory Tests</li> <li>• Perform Invasive Procedure (Outpatient)</li> <li>• Single Specialty Practitioner (Outpatient)</li> </ul>








## 2016 National Patient Safety Goals

### 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.

### 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	

For further information and explanation of the Quality Report contents, refer to the "Quality Report User Guide."



## 2018 National Patient Safety Goals

### 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.

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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

### Symbol Key

- This organization achieved the best possible results
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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	Weighted	Statewide	Weighted
			Top 10% Scored at Most:	Median:	Top 10% Scored at Most:	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.	2 100.00 minutes 459 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)

---- Null value or data not displayed.

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## 2019 National Patient Safety Goals

### 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.

### Laboratory

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	
Reduce the risk of health care-associated infections	Meeting Hand Hygiene Guidelines	

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