

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

DBA: Froedtert Memorial Lutheran Hospital, 9200 West Wisconsin Avenue, Milwaukee, WI



Summary of Quality Information

| S١ | m | bol | Key | 7 |
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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 | Last Full Survey | V Last On-Site |
|-------------------------------|------------------------|-----------|------------------|----------------|
| | | Date | Date | Survey Date |
| 🥝 Hospital | Accredited | 8/6/2016 | 6/7/2019 | 7/22/2019 |

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

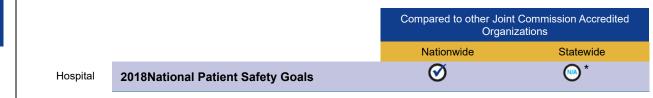
| Advanced Certification | Certification Decision | Effective | Last Full Review | v Last On-Site |
|---|-------------------------------|-----------|------------------|--------------------|
| Programs | | Date | Date | Review Date |
| Advanced Comprehensive Stroke Center | Certification | 8/30/2017 | 8/29/2017 | 8/29/2017 |
| 🤣 Ventricular Assist Device | Certification | 8/8/2018 | 8/7/2018 | 8/7/2018 |

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®
- 2015 ACS National Surgical Quality Improvement Program
- 2015 Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
- 2012 Silver The Medal of Honor for Organ Donation
- 2011 Hospital Magnet Award
- 2010 Silver The Medal of Honor for Organ Donation



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

DBA: Froedtert Memorial Lutheran Hospital, <u>9200 West Wisconsin Avenue</u>, Milwaukee, WI



Summary of Quality Information

| best | | | Compared to other Joint Commission Accredited Organizations | | |
|------------|------------------------|-------------------------------------|--|----------------|--|
| e is | | | Nationwide | Statewide | |
| e is | | National Quality Improvement Goals: | | | |
| e. e is | Reporting Period: | Emergency Department | ND ² | 2 ² | |
| for this | Jan 2018 - Dec 2018 | Immunization | (10) ² | 2 ² | |
| | | Perinatal Care | 1 | (² | |

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Symbol Key

| | Symbol Key |
|---|---|
| 0 | This organization achieved the best possible results. |
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Locations of Care

* Primary Location

| Locations of Care | Available Services |
|--------------------|---|
| Froedtert Memorial | Joint Commission Advanced Certification Programs: |
| | Available Services Joint Commission Advanced Certification Programs: Advanced Comprehensive Stroke Center Ventricular Assist Device Services: Brachytherapy (Imaging/Diagnostic Services) Cardiac Catheterization Lab (Surgical Services) Cardiac Surgery (Surgical Services) Cardiothoracic Surgery (Surgical Services) Cardiovascular Unit (Inpatient) Dialysis Unit (Inpatient) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Gastroenterology (Surgical Services) Gornecological Surgery (Surgical Services) Gynecological Surgery (Surgical Services) Sterile Medication Compounding (Inpatient) Hazardous Medication Compounding (Inpatient) Interventional Radiology (Imaging/Diagnostic Services) Labor & Delivery (Inpatient) Medical /Surgical Unit (Inpatient) Medical /Surgical Unit (Inpatient) Medical ICU (Intensive Care Unit) Neuro/Spine ICU (Intensive Care Unit) Neuro/Spine Unit (Inpatient) Neuro/Spine Unit (Inpatient) Neuro/Spine Unit (Inpatient) |

DBA: Froedtert Memorial Lutheran Hospital, 9200 West Wisconsin Avenue, Milwaukee, WI



Locations of Care

* Primary Location Available Services Locations of Care **Froedtert Memorial** Lutheran Hospital, Inc Services: DBA: Froedtert Hospital Outpatient Clinics (Outpatient) Center for Diagnostic • Perform Invasive Procedure (Outpatient) Imaging 1240 West Town Square Road Mequon, WI 53092 **Froedtert Memorial** Lutheran Hospital, Inc Services: DBA: Froedtert Hospital • Outpatient Clinics (Outpatient) Center for Diagnostic Perform Invasive Procedure (Outpatient) Imaging 2445 North Mayfair Road Milwaukee, WI 53226 Froedtert Memorial Other Clinics/Practices located at this site: Lutheran Hospital, Inc Reproductive Medicine Center, Suite 500, Building B DBA: Froedtert Hospital Center for Diagnostic Services: Imaging • Outpatient Clinics (Outpatient) W129 N7055 Northfield • Perform Invasive Procedure (Outpatient) Drive, Suite 101, Building Menomonee Falls, WI 53051 **Froedtert Memorial** Lutheran Hospital, Inc Services: DBA: Froedtert Hospital Outpatient Clinics (Outpatient) Center for Diagnostic Perform Invasive Procedure (Outpatient) Imaging 2315 East Moreland Blvd., Suite 1500 Waukesha, WI 53186 **Froedtert Memorial** Lutheran Hospital, Inc Services: DBA: Froedtert Hosp • Outpatient Clinics (Outpatient) Center of Diagnostic Perform Invasive Procedure (Outpatient) Imaging 4455 S 108th Street, Suite 140 Greenfield, WI 53228-2504 Froedtert Memorial **Other Clinics/Practices located at this site:** Lutheran Hospital, Inc Cancer Center DBA: Moorland Reserve Infusion Center Health Center Pharmacy 4805 S. Moorland Rd New Berlin, WI 53151 Services: Administration of Blood Product (Outpatient) Administration of High Risk Medications (Outpatient) • Hazardous Medication Compounding (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)

DBA: Froedtert Memorial Lutheran Hospital, 9200 West Wisconsin Avenue, Milwaukee, WI



Locations of Care

| * Primary Location Locations of Care | Available Services |
|--|--|
| Froedtert Memorial Lutheran Hospital, Inc DBA: Springdale Health Center 21800 Intertech Drive Brookfield, WI 53045 | Services: • Outpatient Clinics (Outpatient) |
| Froedtert Memorial Lutheran Hospital, Inc DBA: Plank Road Clinic 1155 N. Mayfair Rd. Milwaukee, WI 53226 | Services: • Outpatient Clinics (Outpatient) |
| Froedtert Memorial Lutheran Hospital, Inc DBA: Sports Medicine Clinic-Diagnostic Radiology 8700 Watertown Plank Rd Milwaukee, WI 53226 | Other Clinics/Practices located at this site: Rehab Services: Outpatient Clinics (Outpatient) |
| Froedtert Memorial Lutheran Hospital, Inc. DBA: Drexel Town Square Health Center 7901 S. 6th Street Oak Creek, WI 53154 | Other Clinics/Practices located at this site: • Cancer Center • Compunding Pharmacy • Infusion Center • Radiation Oncology |
| | Services: • Administration of Blood Product (Outpatient) • Administration of High Risk Medications (Outpatient) • Hazardous Medication Compounding (Outpatient) • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient) |
| Froedtert Memorial Lutheran Hospital. Inc DBA: DBA Froedtert Hospital Center for Diagnostic Imaging 10050 S. 27th Street Oak Creek, WI 53154 | Services: • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient) |

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2018 National Patient Safety Goals

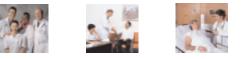
Hospital

| Safety Goals | Organizations Should | Implemented |
|--|--|----------------|
| Improve the accuracy of patient identification. | Use of Two Patient Identifiers | Ø |
| | Eliminating Transfusion Errors | \bigotimes |
| 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 | \bigotimes |
| | Reconciling Medication Information | \bigotimes |
| 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 | \bigotimes |
| | Preventing Central-Line Associated Blood Stream Infections | <u>ଷ</u> ଭ ଭ ଭ |
| | Preventing Surgical Site Infections | \bigotimes |
| | Preventing Catheter-Associated Urinary Tract Infection | \bigotimes |
| 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 | \bigotimes |
| | Marking the Procedure Site | \bigotimes |
| | Performing a Time-Out | \bigotimes |

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.

DBA: Froedtert Memorial Lutheran Hospital, 9200 West Wisconsin Avenue, Milwaukee, WI



National Quality Improvement Goals

Reporting Period: January 2018 - December 2018

| | | Compared to other Joint Commission | |
|-------------------------|---|---------------------------------------|-----------------------|
| | | Accredited C | 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 | lationwide | | 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. | 59.00 minutes 396 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. | 295.00 minutes 399 eligible Patients | 207.00 | 321.00 | 178.45 | 219.46 |

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

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

Symbol Key

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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. | 0 ² | ⊘ ² |

| | | Compared to other Joint Commission Accredited Organizations | | | | |
|------------------------|---|--|--------------------------------|-----|--------------------------------|------------------|
| | | ٨ | lationwide | | 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. | 96% of 536 eligible Patients | 100% | 94% | 100% | 96% |

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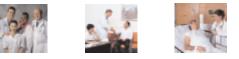
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The Measure Set does not have an

Froedtert Memorial Lutheran Hospital, Inc

DBA: Froedtert Memorial Lutheran Hospital, 9200 West Wisconsin Avenue, Milwaukee, WI



National Quality Improvement Goals

Reporting Period: January 2018 - December 2018

| | | 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 | 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. | 100% of 128 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 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. | 1% of 235 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. | 55% of 1070 eligible Patients | 73% | 52% | 78% | 61% |



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