Froedtert Memorial Lutheran Hospital, Inc
DBA: Froedtert Memorial Lutheran Hospital,
9200 West Wisconsin Avenue, Milwaukee, WI
Org ID: 7718

# Accreditation Quality Report




The Joint Commission

Version: 17
Date: 10/2/2019



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

- 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.
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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 |
|---|---|---|---|---|
| Hospital | Accredited | 6/8/2019 | 6/7/2019 | 7/22/2019 |

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

Hospital

| Advanced Certification Programs | Certification Decision | Effective Date | Last Full Review Date | Last On-Site 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

| | | Compared to other Joint Commission Accredited Organizations | |
|---|---|---|---|
| | | Nationwide | Statewide |
| Hospital | **2019National Patient Safety Goals** | ✓ | N/A * |
| Reporting Period: Apr 2018 - Mar 2019 | **National Quality Improvement Goals:** | | |
| | Emergency Department | N/D [2] | N/D [2] |
| | Perinatal Care | N/D [2] | N/D [2] |

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


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# Locations of Care

* Primary Location

| Locations of Care | Available Services |
|---|---|
| **Froedtert Memorial Lutheran Hospital, Inc ***<br>DBA: Froedtert Memorial Lutheran Hospital<br>9200 West Wisconsin Avenue<br>Milwaukee, WI 53226 | **Joint Commission Advanced Certification Programs:**<br>• Advanced Comprehensive Stroke Center<br>• Ventricular Assist Device<br><br>**Services:**<br>• Brachytherapy (Imaging/Diagnostic Services)<br>• Cardiac Catheterization Lab (Surgical Services)<br>• Cardiac Surgery (Surgical Services)<br>• Cardiothoracic Surgery (Surgical Services)<br>• Cardiovascular Unit (Inpatient)<br>• CT Scanner (Imaging/Diagnostic Services)<br>• Dialysis Unit (Inpatient)<br>• Ear/Nose/Throat Surgery (Surgical Services)<br>• EEG/EKG/EMG Lab (Imaging/Diagnostic Services)<br>• Gastroenterology (Surgical Services)<br>• GI or Endoscopy Lab (Imaging/Diagnostic Services)<br>• Gynecological Surgery (Surgical Services)<br>• Gynecology (Inpatient)<br>• Hazardous Medication Compounding (Inpatient)<br>• Hematology/Oncology Unit (Inpatient)<br>• Inpatient Unit (Inpatient)<br>• Interventional Radiology (Imaging/Diagnostic Services)<br>• Labor & Delivery (Inpatient)<br>• Magnetic Resonance Imaging (Imaging/Diagnostic Services)<br>• Medical /Surgical Unit (Inpatient)<br>• Medical ICU (Intensive Care Unit)<br>• Neuro/Spine ICU (Intensive Care Unit)<br>• Neuro/Spine Unit (Inpatient)<br>• Neurosurgery (Surgical Services)<br>• Non-Sterile Medication Compounding (Inpatient)<br>• Normal Newborn Nursery (Inpatient)<br>• Nuclear Medicine (Imaging/Diagnostic Services)<br>• Nuclear Pharmacy (Inpatient)<br>• Ophthalmology (Surgical Services)<br>• Orthopedic Surgery (Surgical Services)<br>• Orthopedic/Spine Unit (Inpatient)<br>• Outpatient Clinics (Outpatient)<br>• Plastic Surgery (Surgical Services)<br>• Positron Emission Tomography (PET) (Imaging/Diagnostic Services)<br>• Post Anesthesia Care Unit (PACU) (Inpatient)<br>• Radiation Oncology (Imaging/Diagnostic Services)<br>• Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization)<br>• Sleep Laboratory (Sleep Laboratory)<br>• Sterile Medication Compounding (Inpatient)<br>• Surgical ICU (Intensive Care Unit)<br>• Surgical Unit (Inpatient)<br>• Teleradiology (Imaging/Diagnostic Services)<br>• Thoracic Surgery (Surgical Services)<br>• Transplant Surgery (Surgical Services)<br>• Ultrasound (Imaging/Diagnostic Services)<br>• Urology (Surgical Services)<br>• Vascular Surgery (Surgical Services) |


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# Locations of Care

* Primary Location

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


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# Locations of Care

* Primary Location

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


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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.

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

## 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 Infections that are difficult to treat | ✓ |
| | 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 | ✓ |



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# National Quality Improvement Goals

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Reporting Period: April 2018 - March 2019

| Measure Area | Explanation | Compared to other Joint Commission Accredited Organizations: Nationwide | Statewide |
|---|---|---|---|
| Emergency Department | This category of evidence based measures assesses the time patients remain in the hospital Emergency Department prior to inpatient admission. | N/D [2] | N/D [2] |

| Measure | Explanation | Hospital Results | Compared to other Joint Commission Accredited Organizations: Nationwide Top 10% Scored at Most: | Nationwide Weighted Median: | Statewide Top 10% Scored at Most: | Statewide 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. | N/D [2]<br>64.00 minutes<br>383 eligible Patients | 55.00 | 136.00 | 42.26 | 73.70 |

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.



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# National Quality Improvement Goals

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Reporting Period: April 2018 - March 2019

| Measure Area | Explanation | Compared to other Joint Commission Accredited Organizations: Nationwide | Statewide |
|---|---|---|---|
| Perinatal Care | This category of evidenced based measures assesses the care of mothers and newborns. | N/D 2 | N/D 2 |

| Measure | Explanation | Hospital Results | Compared to other Joint Commission Accredited Organizations: Nationwide Top 10% Scored at Least: | Nationwide Average Rate: | Statewide Top 10% Scored at Least: | Statewide 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 123 eligible Patients | 100% | 98% | 100% | 98% |
| 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. | 2% of 224 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. | 56% of 1076 eligible Patients | 73% | 52% | 79% | 62% |

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