Accreditation Quality Report

The Joint Commission

Version: 6

Date: 6/20/2018

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

Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
🟡 Hospital	Accredited	7/1/2017	6/30/2017	6/7/2018
🟡 Laboratory	Accredited	1/3/2017	11/3/2016	11/3/2016

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

Pathology and Clinical Laboratory

Hospital

Advanced Certification Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
🟡 Acute Stroke Ready Hospital	Certification	6/16/2017	6/15/2017	6/15/2017
🟡 Primary Stroke Center	Certification	6/15/2017	6/14/2017	6/14/2017

Certified Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
🟡 Joint Replacement - Hip	Certification	10/29/2016	10/28/2016	10/28/2016
🟡 Joint Replacement - Knee	Certification	10/29/2016	10/28/2016	10/28/2016

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Hospital	**2018 National Patient Safety Goals**	✔	N/A *
Reporting Period: Oct 2016 - Sep 2017	**National Quality Improvement Goals:**		
	Emergency Department	N/D [2]	N/D [2]
	Immunization	N/D [2]	N/D [2]
	Perinatal Care	N/D [2]	N/D [2]
Laboratory	**2016 National Patient Safety Goals**	✔	N/A *

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

Locations of Care

* Primary Location

Locations of Care	Available Services
North Knoxville Medical Center 7565 Dannaher Drive Powell, TN 37849	**Joint Commission Advanced Certification Programs:** ● Primary Stroke Center **Services:** ● Cardiac Catheterization Lab (Surgical Services) ● CT Scanner (Imaging/Diagnostic Services) ● Dialysis Unit (Inpatient) ● Ear/Nose/Throat Surgery (Surgical Services) ● EEG/EKG/EMG Lab (Imaging/Diagnostic Services) ● Gastroenterology (Surgical Services) ● GI or Endoscopy Lab (Imaging/Diagnostic Services) ● Gynecological Surgery (Surgical Services) ● Inpatient Unit (Inpatient) ● Interventional Radiology (Imaging/Diagnostic Services) ● Magnetic Resonance Imaging (Imaging/Diagnostic Services) ● Medical /Surgical Unit (Inpatient) ● Medical ICU (Intensive Care Unit) ● Nuclear Medicine (Imaging/Diagnostic Services) ● Ophthalmology (Surgical Services) ● Orthopedic Surgery (Surgical Services) ● Plastic Surgery (Surgical Services) ● Positron Emission Tomography (PET) (Imaging/Diagnostic Services) ● Post Anesthesia Care Unit (PACU) (Inpatient) ● Radiation Oncology (Imaging/Diagnostic Services) ● Sleep Laboratory (Sleep Laboratory) ● Surgical ICU (Intensive Care Unit) ● Teleradiology (Imaging/Diagnostic Services) ● Thoracic Surgery (Surgical Services) ● Ultrasound (Imaging/Diagnostic Services) ● Urology (Surgical Services)

Locations of Care

* Primary Location

Locations of Care	Available Services
Physicians Regional Medical Center ***** 900 East Oak Hill Avenue Knoxville, TN 37917	**Joint Commission Advanced Certification Programs:** ● Primary Stroke Center **Joint Commission Certified Programs:** ● Joint Replacement - Hip ● Joint Replacement - Knee **Services:** ● Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult) ● Brachytherapy (Imaging/Diagnostic Services) ● Cardiac Catheterization Lab (Surgical Services) ● Cardiac Surgery (Surgical Services) ● Cardiothoracic Surgery (Surgical Services) ● Cardiovascular Unit (Inpatient) ● Coronary Care Unit (Inpatient) ● CT Scanner (Imaging/Diagnostic Services) ● Dialysis Unit (Inpatient) ● Ear/Nose/Throat Surgery (Surgical Services) ● EEG/EKG/EMG Lab (Imaging/Diagnostic Services) ● Family Support (Non 24 Hour Care) ● Gastroenterology (Surgical Services) ● General Laboratory Tests ● GI or Endoscopy Lab (Imaging/Diagnostic Services) ● Gynecological Surgery (Surgical Services) ● Gynecology (Inpatient) ● Hematology/Oncology Unit (Inpatient) ● Inpatient Unit (Inpatient) ● Interventional Radiology (Imaging/Diagnostic Services) ● Labor & Delivery (Inpatient) ● Magnetic Resonance Imaging (Imaging/Diagnostic Services) ● Medical /Surgical Unit (Inpatient) ● Medical ICU (Intensive Care Unit) ● Neuro/Spine ICU (Intensive Care Unit) ● Neuro/Spine Unit (Inpatient) ● Neurosurgery (Surgical Services) ● Normal Newborn Nursery (Inpatient) ● Nuclear Medicine (Imaging/Diagnostic Services) ● Orthopedic Surgery (Surgical Services) ● Orthopedic/Spine Unit (Inpatient) ● Outpatient Clinics (Outpatient) ● Peer Support (Non 24 Hour Care) ● Plastic Surgery (Surgical Services) ● Positron Emission Tomography (PET) (Imaging/Diagnostic Services) ● Post Anesthesia Care Unit (PACU) (Inpatient) ● Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization) ● Surgical ICU (Intensive Care Unit) ● Surgical Unit (Inpatient) ● Teleradiology (Imaging/Diagnostic Services) ● Thoracic Surgery (Surgical Services) ● Toxicology ● Ultrasound (Imaging/Diagnostic Services) ● Urology (Surgical Services) ● Vascular Surgery (Surgical Services)

Locations of Care

* Primary Location

Locations of Care	Available Services
Tennova Ambulatory Care Center South 7323 Chapman Hwy, Ste 190 Knoxville, TN 37920	**Services:** • General Laboratory Tests • Outpatient Clinics (Outpatient)
Tennova Cardiac Rehab Services PRMC Professional Bldg Suite 810 900 E.Oak Hill Ave Knoxville, TN 37917	**Services:** • Outpatient Clinics (Outpatient)
Tennova Comprehensive Pain Treatment Center Turkey Creek 10810 Parkside Drive Knoxville, TN 37934	**Services:** • Anesthesia (Outpatient) • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
Tennova Physical Therapy and Sports Medicine, North 7540 Dannaher Drive, Suite 200 Powell, TN 37849	**Services:** • Outpatient Clinics (Outpatient)
Tennova Sleep Center North 7540 Dannaher Drive, Suite 300 Powell, TN 37849	**Services:** • Outpatient Clinics (Outpatient)
Tennova Sleep Center West 10800 Parkside Dr., Suite 202 Knoxville, TN 37934	**Services:** • Outpatient Clinics (Outpatient)
Tennova Surgery Center West 10800 Parkside Drive Suite 101 Knoxville, TN 37934	**Services:** • Ambulatory Surgery Center (Outpatient) • Anesthesia (Outpatient) • Perform Invasive Procedure (Outpatient)

Locations of Care

* Primary Location

Locations of Care	Available Services
Turkey Creek Medical Center 10820 Parkside Drive Knoxville, TN 37934	**Joint Commission Advanced Certification Programs:** ● Acute Stroke Ready Hospital **Services:** ● Cardiac Catheterization Lab (Surgical Services) ● Cardiac Surgery (Surgical Services) ● Cardiothoracic Surgery (Surgical Services) ● Cardiovascular Unit (Inpatient) ● CT Scanner (Imaging/Diagnostic Services) ● Dialysis Unit (Inpatient) ● Ear/Nose/Throat Surgery (Surgical Services) ● EEG/EKG/EMG Lab (Imaging/Diagnostic Services) ● Gastroenterology (Surgical Services) ● GI or Endoscopy Lab (Imaging/Diagnostic Services) ● Gynecological Surgery (Surgical Services) ● Inpatient Unit (Inpatient) ● Interventional Radiology (Imaging/Diagnostic Services) ● Magnetic Resonance Imaging (Imaging/Diagnostic Services) ● Medical /Surgical Unit (Inpatient) ● Medical ICU (Intensive Care Unit) ● Neurosurgery (Surgical Services) ● Nuclear Medicine (Imaging/Diagnostic Services) ● Ophthalmology (Surgical Services) ● Orthopedic Surgery (Surgical Services) ● Plastic Surgery (Surgical Services) ● Post Anesthesia Care Unit (PACU) (Inpatient) ● Radiation Oncology (Imaging/Diagnostic Services) ● Sleep Laboratory (Sleep Laboratory) ● Surgical ICU (Intensive Care Unit) ● Teleradiology (Imaging/Diagnostic Services) ● Thoracic Surgery (Surgical Services) ● Ultrasound (Imaging/Diagnostic Services) ● Urology (Surgical Services) ● Vascular Surgery (Surgical Services)

2018 National Patient Safety Goals

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: October 2016 - September 2017

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		Statewide	
			Top 10% Scored at Most:	Weighted Median:	Top 10% Scored at Most:	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] 149.00 minutes 628 eligible Patients	55.00	131.00	43.09	101.31
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.	N/D [2] 333.00 minutes 629 eligible Patients	205.00	317.00	184.52	274.25

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

- 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.
- N/D 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."

Quality Check®

National Quality Improvement Goals

Reporting Period: October 2016 - September 2017

Symbol Key

Symbol	Description
⭐	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.
N/D	Not displayed

Footnote Key

1. The Measure or Measure Set was not reported.
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Measure Area	Explanation	Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Immunization	This evidence-based prevention measure set assesses immunization activity for pneumonia and influenza.	N/D 2	N/D 2

Measure	Explanation	Hospital Results	Compared to other Joint Commission Accredited Organizations			
			Nationwide		Statewide	
			Top 10% Scored at Least:	Average Rate:	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.	✔ 95% of 589 eligible Patients	100%	94%	100%	96%

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---- Null value or data not displayed.

National Quality Improvement Goals

Reporting Period: October 2016 - September 2017

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	Compared to other Joint Commission Accredited Organizations				
			Nationwide		Statewide	
		Hospital Results	Top 10% 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 3 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.	⭐ 0% of 45 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.	✔️ 51% of 372 eligible Patients	74%	52%	58%	39%

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---- Null value or data not displayed.

Quality Check®

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.

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

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	✓