Accreditation Quality Report

The Joint Commission

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	11/15/2019
🟡 Laboratory	Accredited	3/9/2018	3/12/2020	3/12/2020

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	6/8/2019	6/7/2019	6/7/2019
🟡 Primary Stroke Center	Certification	6/7/2019	6/6/2019	6/6/2019

Certified Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
🟡 Joint Replacement - Hip	Certification	10/3/2018	10/2/2018	10/2/2018
🟡 Joint Replacement - Knee	Certification	10/3/2018	10/2/2018	10/2/2018

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Hospital	**2019 National Patient Safety Goals**	✓	N/A *
Reporting Period: Jul 2018 - Jun 2019	**National Quality Improvement Goals:** Emergency Department	N/D [2]	N/D [2]
Laboratory	**2018 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
Metro Knoxville HMA LLC * DBA: North Knoxville Medical Center 7565 Dannaher Drive Powell, TN 37849	**Joint Commission Advanced Certification Programs:** ● Primary Stroke Center **Joint Commission Certified Programs:** ● Joint Replacement - Hip ● Joint Replacement - Knee **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) ● General Laboratory Tests ● GI or Endoscopy Lab (Imaging/Diagnostic Services) ● Gynecological Surgery (Surgical Services) ● Hazardous Medication Compounding (Inpatient) ● Inpatient Unit (Inpatient) ● Interventional Radiology (Imaging/Diagnostic Services) ● Magnetic Resonance Imaging (Imaging/Diagnostic Services) ● Medical /Surgical Unit (Inpatient) ● Medical ICU (Intensive Care Unit) ● Non-Sterile Medication Compounding (Inpatient) ● Nuclear Medicine (Imaging/Diagnostic Services) ● Orthopedic Surgery (Surgical Services) ● Orthopedic/Spine Unit (Inpatient) ● 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) ● Sterile Medication Compounding (Inpatient) ● Surgical ICU (Intensive Care Unit) ● 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
Metro Knoxville HMA LLC DBA: Turkey Creek Medical Center 10820 Parkside Drive Knoxville, TN 37934	**Joint Commission Advanced Certification Programs:** ● Acute Stroke Ready Hospital **Services:** ● Brachytherapy (Imaging/Diagnostic 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) ● Non-Sterile Medication Compounding (Inpatient) ● Nuclear Medicine (Imaging/Diagnostic Services) ● Ophthalmology (Surgical Services) ● Orthopedic Surgery (Surgical Services) ● Orthopedic/Spine Unit (Inpatient) ● Plastic Surgery (Surgical Services) ● Post Anesthesia Care Unit (PACU) (Inpatient) ● Radiation Oncology (Imaging/Diagnostic Services) ● Sleep Laboratory (Sleep Laboratory) ● Sterile Medication Compounding (Inpatient) ● Surgical ICU (Intensive Care Unit) ● Teleradiology (Imaging/Diagnostic Services) ● Thoracic Surgery (Surgical Services) ● Ultrasound (Imaging/Diagnostic Services) ● Urology (Surgical Services) ● Vascular Surgery (Surgical Services)
Metro Knoxville HMA LLC DBA: The Birthing Center at North Knoxville Medical Center 7557A Dannaher Drive, Suite 120 Powell, TN 37849	**Services:** ● Inpatient Unit (Inpatient) ● Labor & Delivery (Inpatient) ● Normal Newborn Nursery (Inpatient)

Locations of Care

* Primary Location

Locations of Care	Available Services
Metro Knoxville HMA LLC DBA: Ground Floor Surgery Suite 7557B Dannaher Drive Powell, TN 37849	**Services:** • Administration of Blood Product (Outpatient) • Administration of High Risk Medications (Outpatient) • Ambulatory Surgery Center (Outpatient) • Anesthesia (Outpatient) • Perform Invasive Procedure (Outpatient)
Tennova Ambulatory Care Center South 7323 Chapman Highway, Suite 190 Knoxville, TN 37920	**Services:** • Outpatient Clinics (Outpatient)
Tennova Physical Therapy and Sports Medicine North 7540 Dannaher Drive, Suite 200 Powell, TN 37849	**Services:** • Outpatient Clinics (Outpatient)
Tennova Sleep Center North 7557A Dannaher Drive, Suite 240 Powell, TN 37849	**Services:** • Outpatient Clinics (Outpatient)
Tennova Sleep Center West 10800 Parkside Drive, 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)

2019 National Patient Safety Goals

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	✓

National Quality Improvement Goals

Reporting Period: July 2018 - June 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		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 ² 166.00 minutes 673 eligible Patients	55.00	135.00	43.43	112.82

NQF 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.

Quality Check®

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.

N/A 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	N/A
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	N/A