



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



Summary of Quality Information

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."

Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
 Hospital	Accredited	2/10/2018	2/9/2018	11/15/2019

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

Hospital

Other Accredited Programs/Services

- Hospital (Accredited by American College of Surgeons-Commission on Cancer (ACoS-COC))

Special Quality Awards

- 2015 Silver Get With The Guidelines - Resuscitation
- 2012 Gold - The Medal of Honor for Organ Donation

Hospital

2018National Patient Safety Goals

Compared to other Joint Commission Accredited Organizations

Nationwide

Statewide





Locations of Care

* Primary Location

Locations of Care	Available Services
256-D Physicians of River Ridge 9605 Jefferson Highway River Ridge, LA 70123	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
256-E Children's Pediatrics Tulane 4740 South I-10 Service Road Metairie, LA 70001	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
256-H Northlake Pediatrics 728 West 11th Street Covington, LA 70433	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
256-J Napoleon Pediatrics 3040 33rd Street Metairie, LA 70001	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
256-L Kid's First Tiger Care Pediatrics 1661 Canal Street Suite 1200 New Orleans, LA 70112	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
256-R Metairie Clinic 3040 33rd Street Metairie, LA 70001	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
256-W Children's Hospital Outpatient Rehab 4310 Waverly Street Metairie, LA 70006	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
Audrey Hepburn Care Center 1101 Calhoun Street New Orleans, LA 70118	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)



Locations of Care

* Primary Location

Locations of Care	Available Services
Children's Hospital * 200 Henry Clay Avenue New Orleans, LA 70118	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Ambulatory Care Center Subspecialty Clinic 1st Floor • Ambulatory Care Center Subspecialty Clinic Suite 3020 • Ambulatory Care Center Subspecialty Clinic Suite 3030 • Ambulatory Care Center Subspecialty Clinic Suite 3040 • Hematology/Oncology Outpatient Clinic Services: <ul style="list-style-type: none"> • Cardiac Catheterization Lab (Surgical Services) • Cardiac Surgery (Surgical Services) • Cardiothoracic Surgery (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) • Hematology/Oncology Unit (Inpatient) • 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) • Outpatient Clinics (Outpatient) • Pediatric Unit (Inpatient) • Plastic Surgery (Surgical Services) • Post Anesthesia Care Unit (PACU) (Inpatient) • Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization) • Sleep Laboratory (Sleep Laboratory) • Sterile Medication Compounding (Inpatient) • Surgical ICU (Intensive Care Unit) • Thoracic Surgery (Surgical Services) • Transplant Surgery (Surgical Services) • Ultrasound (Imaging/Diagnostic Services) • Urology (Surgical Services) • Vascular Surgery (Surgical Services)
Children's Hospital Specialty Center-Lakeside 4720 S I-10 Service Road West, Suites 401 and 501 Metairie, LA 70001	Services: <ul style="list-style-type: none"> • Administration of Blood Product (Outpatient) • Administration of High Risk Medications (Outpatient) • Outpatient Clinics (Outpatient)



Locations of Care




* Primary Location

Locations of Care	Available Services
Children's Hospital-Calhoun Campus 1040 Calhoun Street New Orleans, LA 70118	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Rapid Treatment Center Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) (24-hour Acute Care/Crisis Stabilization - Child/Youth)
Children's Hospital Pediatrics- St. Charles 3700 St. Charles Avenue, Suite 701 New Orleans, LA 70115	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Children's Pediatrics Westbank 829 Barataria Boulevard Marrero, LA 70072	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Greater New Orleans Immunization Network (Mobile) 210 State Street New Orleans, LA 70118	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
Metairie Pediatrics 2201 Veterans Memorial Blvd, Ste 300 Metairie, LA 70002	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Metairie Ridgelake 2121 Ridgelake Drive, 2nd Floor Metairie, LA 70001	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
Napoleon Pediatrics 2633 Napoleon Avenue, Suite 707 New Orleans, LA 70115	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)
Pelican Pediatric Physicians 3100 Kingman Street, Suite 110 Metairie, LA 70006	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient)



2018 National Patient Safety Goals

Symbol Key

-  The organization has met the National Patient Safety Goal.
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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	