



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.



Summary of Quality Information

Symbol Key

- This organization achieved the best possible results.
- This organization's performance is above the target range/value.
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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 Date | Last Full Survey Date | Last On-Site Survey Date |
|------------------------|------------------------|----------------|-----------------------|--------------------------|
| Hospital | Accredited | 11/6/2021 | 11/5/2021 | 11/5/2021 |

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 |
|---------------------------------|------------------------|----------------|-----------------------|--------------------------|
| Primary Stroke Center | Certification | 6/5/2021 | 3/30/2023 | 3/30/2023 |
| Certified Programs | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
| Joint Replacement - Hip | Certification | 7/12/2022 | 5/26/2022 | 5/26/2022 |
| Joint Replacement - Knee | Certification | 7/12/2022 | 5/26/2022 | 5/26/2022 |

| | | Compared to other Joint Commission Accredited Organizations | |
|--|--|---|--------------|
| | | Nationwide | Statewide |
| Hospital | 2021 National Patient Safety Goals | | * |
| Reporting Period: Apr 2020 - Mar 2021 | National Quality Improvement Goals: | | |
| | Perinatal Care | ² | ² |



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



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|---|--|
| CHRISTUS Santa Rosa - Alon 11503 Northwest Military Highway San Antonio, TX 78230 | Services: <ul style="list-style-type: none"> Other |
| CHRISTUS Santa Rosa - Creekside 224 Creekside Crossing New Braunfels, TX 78130 | Services: <ul style="list-style-type: none"> Other |
| CHRISTUS Santa Rosa Healthcare System-Alamo Heights DBA: CHRISTUS Santa Rosa Hospital-Alamo Heights 403 Treeline Park, Building 1 San Antonio, TX 78209 | Joint Commission Certified Programs: <ul style="list-style-type: none"> Joint Replacement - Hip Joint Replacement - Knee Services: <ul style="list-style-type: none"> CT Scanner (Imaging/Diagnostic Services) 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) Medical /Surgical Unit (Inpatient) Neurosurgery (Surgical Services) Ophthalmology (Surgical Services) Orthopedic Surgery (Surgical Services) Plastic Surgery (Surgical Services) Post Anesthesia Care Unit (PACU) (Inpatient) Ultrasound (Imaging/Diagnostic Services) |
| CHRISTUS Santa Rosa Heart and Vascular 2833 Badcock Rd Twr II Ste 212 San Antonio, TX 78229 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|--|---|
| <p>CHRISTUS Santa Rosa Hospital - Medical Center * DBA: CHRISTUS Santa Rosa Hospital - Medical Center 2827 Babcock Road San Antonio, TX 78229</p> | <p>Joint Commission Advanced Certification Programs:</p> <ul style="list-style-type: none">Primary Stroke Center <p>Services:</p> <ul style="list-style-type: none">Cardiac Catheterization Lab (Surgical Services)Cardiac Surgery (Surgical Services)Cardiothoracic Surgery (Surgical Services)CT Scanner (Imaging/Diagnostic Services)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)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)Nuclear Medicine (Imaging/Diagnostic Services)Ophthalmology (Surgical Services)Orthopedic Surgery (Surgical Services)Orthopedic/Spine Unit (Inpatient)Outpatient Clinics (Outpatient)Plastic Surgery (Surgical Services)Post Anesthesia Care Unit (PACU) (Inpatient)Surgical ICU (Intensive Care Unit)Surgical Unit (Inpatient)Thoracic Surgery (Surgical Services)Ultrasound (Imaging/Diagnostic Services)Urology (Surgical Services)Vascular Surgery (Surgical Services) |



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|---|--|
| CHRISTUS Santa Rosa Hospital - New Braunfels DBA: CHRISTUS Santa Rosa Hospital - New Braunfels 600 North Union Avenue New Braunfels, TX 78130 | Joint Commission Advanced Certification Programs: <ul style="list-style-type: none"> Primary Stroke Center 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) Ear/Nose/Throat Surgery (Surgical Services) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Gastroenterology (Surgical Services) Gynecological Surgery (Surgical Services) Gynecology (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) Normal Newborn Nursery (Inpatient) Nuclear Medicine (Imaging/Diagnostic Services) Orthopedic Surgery (Surgical Services) Outpatient Clinics (Outpatient) Plastic Surgery (Surgical Services) Positron Emission Tomography (PET) (Imaging/Diagnostic Services) Post Anesthesia Care Unit (PACU) (Inpatient) Sleep Laboratory (Sleep Laboratory) Surgical ICU (Intensive Care Unit) Surgical Unit (Inpatient) Thoracic Surgery (Surgical Services) Ultrasound (Imaging/Diagnostic Services) Urology (Surgical Services) Vascular Surgery (Surgical Services) |
| CHRISTUS Santa Rosa Hospital New Braunfels OutPt. Chemotherapy 600 North Union Avenue New Braunfels, TX 78130 | 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 |
|---|--|
| CHRISTUS Santa Rosa Hospital- Westover Hills DBA: CHRISTUS Santa Rosa Hospital- Westover Hills 11212 State Highway 151 San Antonio, TX 78251 | Joint Commission Advanced Certification Programs: <ul style="list-style-type: none"> Primary Stroke Center Services: <ul style="list-style-type: none"> Cardiac Catheterization Lab (Surgical Services) Cardiac Surgery (Surgical Services) Cardiothoracic Surgery (Surgical Services) Cardiovascular Unit (Inpatient) CT Scanner (Imaging/Diagnostic Services) 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) Gynecology (Inpatient) Inpatient Unit (Inpatient) Interventional Radiology (Inpatient, Imaging/Diagnostic Services) Labor & Delivery (Inpatient) Magnetic Resonance Imaging (Imaging/Diagnostic Services) Medical /Surgical Unit (Inpatient) Medical ICU (Intensive Care Unit) Neurosurgery (Surgical Services) Normal Newborn Nursery (Inpatient) Nuclear Medicine (Imaging/Diagnostic Services) Orthopedic Surgery (Surgical Services) Outpatient Clinics (Outpatient) Pediatric General Surgery (Inpatient - Child/Youth) Plastic Surgery (Surgical Services) Post Anesthesia Care Unit (PACU) (Inpatient) Surgical ICU (Intensive Care Unit) Surgical Unit (Inpatient) Teleradiology (Imaging/Diagnostic Services) Thoracic Surgery (Surgical Services) Ultrasound (Imaging/Diagnostic Services) Urology (Surgical Services) Vascular Surgery (Surgical Services) |
| CHRISTUS Santa Rosa Orthopaedic & Sports Medicine Clinic DBA: CHRISTUS Santa Rosa Orthopaedic & Sports Medicine Clinic-WH 11212 State Highway 151, Medical Plaza 1, Suite 200 San Antonio, TX 78251 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |



Locations of Care

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| Locations of Care | Available Services |
|--|--|
| CHRISTUS Santa Rosa Orthopaedic and Sports Medicine Clinic DBA: CHRISTUS Santa Rosa Orthopaedic and Sports Medicine -AH 423 Treeline Park, Suite 350 San Antonio, TX 78209 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| CHRISTUS Santa Rosa Orthopaedics & Sports Medicine DBA: CHRISTUS Orthopaedics & Sports Medicine - San Antonio 2833 Babcock Road Suite 435 Tower 2 San Antonio, TX 78229 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| CHRISTUS Santa Rosa Texas Neurosurgical Spine Clinic DBA: CHRISTUS Santa Rosa Texas Neurosurgical Spine Clinic 2829 Babcock, Tower 1, Ste106 San Antonio, TX 78229 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| CHRISTUS Santa Rosa Urology Clinic 1305 Wonder World Dr. Ste 100 San Marcos, TX 78666 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| CHRISTUS Santa Rosa Westover Hills - Cardiac Opt Rehab Srv 11212 State Hwy 151, Medical Plaza 2, Suite 316 San Antonio, TX 78251 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| CHRISTUS Santa Rosa Westover Hills-Outpatient Rehab DBA: Westover Hills-Outpatient Rehab 11212 State Highway 151, MOB 2, Suite 305 San Antonio, TX 78251 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| CHRISTUS Santa Rosa Wound Care & Hyperaric Center - CSR-MC DBA: CHRISTUS Santa Rosa Wound Care & Hyperaric Center - CSR-MC 2833 Babcock Road, Tower 2; Ste 105 San Antonio, TX 78229 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |



Locations of Care




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| Locations of Care | Available Services |
|---|---|
| CHRISTUS Santa Rosa Wound Care & Hyperbaric Center--CSR-WH 11212 State Hwy 151, Med Plaza 2 Ste300 San Antonio, TX 78251 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| CHRISTUS Santa Rosa Wound Care & Hyperbaric CSRH-NB 598 N. Union New Braunfels, TX 78130 | Services: <ul style="list-style-type: none"> Anesthesia (Outpatient) Outpatient Clinics (Outpatient) |
| CHRISTUS Santa Rosa-Cardiothoracic Center in New Braunfels DBA: Cardiothoracic Center 730 N. Houston Avenue New Braunfels, TX 78130 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| CHRISTUS Santa Rosa-Rehabilitation Services DBA: CHRISTUS Santa Rosa-Rehabilitation Services 750 Landa, Suite A New Braunfels, TX 78130 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |



2021 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 |  |
| 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 |  |
| 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: April 2020 - March 2021

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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 | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Cesarean Birth | This measure reports the number of first-time moms with a full-term, single baby in a head-down position who delivered the baby by cesarean section. | | 16% | 25% | 17% | 27% |
| 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. | 7% of 160 eligible Patients | 0% | 2% | 0% | 3% |
| 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. | 44% of 1170 eligible Patients | 71% | 50% | 59% | 41% |
| Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate | The moderate rate equals the number of patients with moderate complications. | 1394% of 1147 eligible Patients | 212% | 1780% | 186% | 2213% |
| Unexpected Complications in Term Newborns per 1000 livebirths - Overall Rate | This measure looks at the number of full-term single babies with a normal birth weight and with no preexisting conditions, these are babies that are expected to do well and routinely go home with the mother. | 2353% of 1147 eligible Patients | 1508% | 3084% | 1626% | 3200% |



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* This information can also be viewed at www.hospitalcompare.hhs.gov

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Commission

Accredited Organizations

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|----------------|--|------------|-----------|
| Perinatal Care | This category of evidenced based measures assesses the care of mothers and newborns. | 2 | 2 |

Compared to other Joint Commission
Accredited Organizations

| Measure | Explanation | Hospital Results | Compared to other Joint Commission Accredited Organizations | | | |
|---|--|------------------------------------|--|------------------|--------------------------------|------------------|
| | | | Nationwide | Average Rate: | Statewide | Average Rate: |
| Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate | The severe rate equals the number of patients with severe complications. | 959% of 1147 eligible Patients | Top 10% Scored at Least: | 1303% | Top 10% Scored at Least: | 987% |



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