



# 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](mailto: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.
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- This Measure is not applicable for this organization.
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### Footnote Key

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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	4/9/2016	4/8/2016	5/17/2016
Laboratory	Accredited	11/5/2016	11/9/2018	11/9/2018

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

Pathology and Clinical Laboratory

Hospital

### Special Quality Awards

2014 Top Performer on Key Quality Measures®

2013 Top Performer on Key Quality Measures®

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Hospital	<b>2016 National Patient Safety Goals</b>		*
	<b>National Quality Improvement Goals:</b>		
	Emergency Department	<sup>2</sup>	<sup>2</sup>
	Immunization	<sup>2</sup>	<sup>2</sup>
Reporting Period: Apr 2017 - Mar 2018	Perinatal Care	<sup>2</sup>	<sup>2</sup>
	<b>2016 National Patient Safety Goals</b>		*
	Laboratory		



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



Locations of Care




\* Primary Location

Locations of Care	Available Services
<p><b>Hayward Sisters Hospital *</b> DBA: St. Rose Hospital 27200 Calaroga Avenue Hayward, CA 94545</p>	<p><b>Services:</b></p> <ul style="list-style-type: none"><li>• Brachytherapy (Imaging/Diagnostic Services)</li><li>• Cardiac Catheterization Lab (Surgical Services)</li><li>• Coronary Care Unit (Inpatient)</li><li>• CT Scanner (Imaging/Diagnostic Services)</li><li>• EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li><li>• Gastroenterology (Surgical Services)</li><li>• General Laboratory Tests</li><li>• GI or Endoscopy Lab (Imaging/Diagnostic Services)</li><li>• Gynecological Surgery (Surgical Services)</li><li>• Inpatient Unit (Inpatient)</li><li>• Interventional Radiology (Imaging/Diagnostic Services)</li><li>• Labor &amp; Delivery (Inpatient)</li><li>• Magnetic Resonance Imaging (Imaging/Diagnostic Services)</li><li>• Medical /Surgical Unit (Inpatient)</li><li>• Medical ICU (Intensive Care Unit)</li><li>• Neurosurgery (Surgical Services)</li><li>• Normal Newborn Nursery (Inpatient)</li><li>• Nuclear Medicine (Imaging/Diagnostic Services)</li><li>• Orthopedic Surgery (Surgical Services)</li><li>• Plastic Surgery (Surgical Services)</li><li>• Post Anesthesia Care Unit (PACU) (Inpatient)</li><li>• Surgical ICU (Intensive Care Unit)</li><li>• Surgical Unit (Inpatient)</li><li>• Teleradiology (Imaging/Diagnostic Services)</li><li>• Thoracic Surgery (Surgical Services)</li><li>• Toxicology</li><li>• Ultrasound (Imaging/Diagnostic Services)</li><li>• Urology (Surgical Services)</li><li>• Vascular Surgery (Surgical Services)</li></ul>










## 2016 National Patient Safety Goals

### Symbol Key

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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	
Use Alarms Safely	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: April 2017 - March 2018

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Compared to other Joint  
Commission

Accredited Organizations

Measure Area	Explanation	Nationwide	Statewide
Emergency Department	This category of evidence based measures assesses the time patients remain in the hospital Emergency Department prior to inpatient admission.	<sup>2</sup>	<sup>2</sup>

Compared to other Joint Commission  
Accredited Organizations

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.	<sup>2</sup> 94.00 minutes 766 eligible Patients	55.00	135.00	81.45	182.26
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.	<sup>2</sup> 265.00 minutes 767 eligible Patients	205.00	319.00	258.36	380.50



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\* This information can also be viewed at [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)

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## National Quality Improvement Goals

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Compared to other Joint  
Commission

Accredited Organizations

Measure Area	Explanation	Nationwide	Statewide
Immunization	This evidence-based prevention measure set assesses immunization activity for pneumonia and influenza.	 2	 2

Compared to other Joint Commission  
Accredited Organizations

Measure	Explanation					
		Hospital Results	Nationwide Top 10% Scored at Least:	Average Rate:	Statewide 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.	 90% of 488 eligible Patients	100%	94%	99%	93%



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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

Measure	Explanation	Compared to other Joint Commission Accredited Organizations				
		Hospital Results	Nationwide Top 10% Scored at Least:	Average Rate:	Statewide 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.	4 ----	100%	98%	100%	99%
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. 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 21 eligible Patients	0%	2%	0%	1%
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.	 62% of 374 eligible Patients	73%	51%	79%	63%



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### 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	

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