



# Quality Report



## Quality Report

### North Carolina Baptist Hospital




DBA: Wake Forest Baptist Medical Center  
 HCO ID: 6571  
 Medical Center Boulevard  
 Winston Salem, NC, 27157  
 (336) 716-2011  
[www.wakehealth.edu](http://www.wakehealth.edu)

## Summary of Quality Information

### Accreditation Programs

#### [View Accreditation History](#)


 <a href="#">Hospital</a>	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
	<a href="#">Accredited</a>	12/13/2014	12/12/2014	12/12/2014

### Advanced Certification Programs

#### [View Certification History](#)

 <a href="#">Advanced Comprehensive Stroke Center</a>	Certification Decision <a href="#">Certification</a>	Effective Date 7/7/2017	Last Full Survey Date 7/6/2017	Last On-Site Survey Date 7/6/2017
 <a href="#">Ventricular Assist Device</a>	Certification Decision <a href="#">Certification</a>	Effective Date 8/5/2015	Last Full Survey Date 8/18/2017	Last On-Site Survey Date 8/18/2017

## Core Certification Programs

 <a href="#">Acute Myocardial Infarction</a>	<b>Certification Decision</b> <a href="#">Certification</a>	<b>Effective Date</b> 8/1/2015	<b>Last Full Survey Date</b> 8/15/2017	<b>Last On-Site Survey Date</b> 8/15/2017
 <a href="#">Chest Pain</a>	<b>Certification Decision</b> <a href="#">Certification</a>	<b>Effective Date</b> 2/3/2017	<b>Last Full Survey Date</b> 12/12/2016	<b>Last On-Site Survey Date</b> 12/12/2016
 <a href="#">Heart Failure</a>	<b>Certification Decision</b> <a href="#">Certification</a>	<b>Effective Date</b> 7/31/2015	<b>Last Full Survey Date</b> 8/16/2017	<b>Last On-Site Survey Date</b> 8/16/2017
 <a href="#">Joint Replacement - Hip</a>	<b>Certification Decision</b> <a href="#">Certification</a>	<b>Effective Date</b> 4/18/2017	<b>Last Full Survey Date</b> 4/17/2017	<b>Last On-Site Survey Date</b> 4/17/2017
 <a href="#">Joint Replacement - Knee</a>	<b>Certification Decision</b> <a href="#">Certification</a>	<b>Effective Date</b> 4/18/2017	<b>Last Full Survey Date</b> 4/17/2017	<b>Last On-Site Survey Date</b> 4/17/2017

## Sites

### Abdominal Organ Transplant Program

DBA: Transplant Clinic  
140 Charlois Blvd.  
Winston Salem, NC, 27103

### Available Services

- Outpatient Clinics (Outpatient )

### Dermatology Surgery - Country Club

DBA: Provider Based Clinics  
4618 Country Club Road  
Winston Salem, NC, 27104

### Available Services

- Outpatient Clinics (Outpatient )
- Perform Invasive Procedure (Outpatient )

### Other Clinics/Practices Located at This Site:

- General Dermatology NCBH Outpatient Clinic

**Dialysis Access Group - Miller**

120 Miller Street  
Winston Salem, NC, 27103

**Available Services**

- Anesthesia (Outpatient )
- Outpatient Clinics (Outpatient )
- Perform Invasive Procedure (Outpatient )

**Downtown Health Plaza**

1200 N Martin Luther King Jr., Drive  
Winston Salem, NC, 27101

**Available Services**

- Outpatient Clinics (Outpatient )

**Other Clinics/Practices Located at This Site:**

- Adult Medicine-Downtown Health Plaza
- Obstetrics and Gynecology-Downtown Health Plaza
- Pediatrics-Downtown Health Plaza

**Family Medicine - Piedmont Plaza**

1920 West First Street  
Winston Salem, NC, 27157

**Available Services**

- Outpatient Clinics (Outpatient )

**Hematology and Oncology - Elkin**

401 Eldon Parks Dr.  
Elkin, NC, 28621

**Available Services**

- Administration of High Risk Medications (Outpatient )
- Outpatient Clinics (Outpatient )
- Perform Invasive Procedure (Outpatient )

**Hematology and Oncology - Mt. Airy**

450 Price Street  
Mount Airy, NC, 27030

**Available Services**

- Administration of High Risk Medications (Outpatient )
- Outpatient Clinics (Outpatient )
- Perform Invasive Procedure (Outpatient )

**Hematology and Oncology - Premier**

**Available Services**

4515 Premier Dr.  
High Point, NC, 27265

- Administration of Blood Product (Outpatient )
- Administration of High Risk Medications (Outpatient )
- Outpatient Clinics (Outpatient )

**Medical Plaza Clemmons  
NCBH Clinics**

2311 Lewisville-Clemmons Road  
Clemmons, NC, 27012

**Available Services**

- Administration of Blood Product (Outpatient )
- Administration of High Risk Medications (Outpatient )
- Outpatient Clinics (Outpatient )
- Perform Invasive Procedure (Outpatient )

**Other Clinics/Practices Located  
at This Site:**

- Allergy, Asthma and Immunology-Clemmons
- Brenner Children's Specialty Services-Clemmons
- Hematology and Oncology-Clemmons
- Pediatrics-Clemmons
- University Internal Medicine-Clemmons

**Medical Plaza Clemmons of  
NCBH Clinics**

2341 Lewisville-Clemmons Road  
Clemmons, NC, 27012

**Available Services**

- Administration of High Risk Medications (Outpatient )
- Outpatient Clinics (Outpatient )
- Perform Invasive Procedure (Outpatient )

**Other Clinics/Practices Located  
at This Site:**

- Breast Care Services-Clemmons
- ENT/Head and Neck Surgery-Clemmons
- Neurology-Clemmons
- Obstetrics and Gynecology-Clemmons
- Spine Center-Clemmons
- Vein Services-Clemmons

**Medical Plaza Country Club**

DBA: Provider Based Clinic  
4610 Country Club Road  
Winston Salem, NC, 27104

**Available Services**

- Outpatient Clinics (Outpatient )
- Perform Invasive Procedure (Outpatient )

**Other Clinics/Practices Located  
at This Site:**

- Cardiology - Country Club NC Baptist Hospital Clinics
- Diabetes and Endocrinology Center - Adult
- Diabetes Center - Pediatrics

**Medical Plaza-Miller**

**Available Services**

**Other Clinics/Practices Located**

131 Miller Street  
Winston Salem, NC, 27103

- Outpatient Clinics (Outpatient )
- Perform Invasive Procedure (Outpatient )

**at This Site:**

- ENT/Head and Neck Surgery - Comp Rehab
- Orthopaedics - Multispecialty Clinic Medical Plaza Miller

**North Carolina Baptist Hospital Available Services**

DBA: Wake Forest Baptist Medical Center  
Medical Center Boulevard  
Winston Salem, NC, 27157

- Brachytherapy (Imaging/Diagnostic Services )
- Burn Unit (Inpatient )
- 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 )
- Gastroenterology (Surgical Services )
- 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 )
- 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 )

**Other Clinics/Practices Located at This Site:**

- Bone Marrow Transplant Outpatient Clinic
- Brenner Children's Hospital, Pediatric Otolaryngology (ENT)
- Eye Center - Janeway
- Geriatrics Clinic
- Hematology and Oncology
- Internal Medicine Multispecialty Clinics - Janeway
- Neurology
- Neurology Pediatrics
- Neuromuscular Clinic
- Neuropsychology
- Neurosurgery Clinic
- Pediatric Hematology and Oncology Clinic
- Pediatric Specialties - Brenner Children's Hospital
- Physical Medicine and Rehab
- Preoperative Assessment Clinic
- Radiation Oncology
- Surgery Multispecialty Clinics - Janeway
- Surgical Oncology - Comprehensive Cancer Center
- Wound Care and Hyperbaric Chamber

- Neurosurgery (Surgical Services )
- Nuclear Medicine  
(Imaging/Diagnostic Services )
- Ophthalmology (Surgical Services )
- Orthopedic Surgery (Surgical Services )
- Orthopedic/Spine Unit (Inpatient )
- Outpatient Clinics (Outpatient )
- Pediatric Unit (Inpatient )
- Plastic Surgery (Surgical Services )
- Positron Emission Tomography (PET)  
(Imaging/Diagnostic Services )
- Post Anesthesia Care Unit (PACU)  
(Inpatient )
- Radiation Oncology  
(Imaging/Diagnostic Services )
- Rehabilitation Unit (Inpatient )
- Rehabilitation Unit (24-hour Acute  
Care/Crisis Stabilization )
- Sleep Laboratory (Sleep Laboratory  
)
- Surgical ICU (Intensive Care Unit )
- Surgical Unit (Inpatient )
- Teleradiology (Imaging/Diagnostic  
Services )
- Thoracic Surgery (Surgical Services  
)
- Transplant Surgery (Surgical  
Services )
- Ultrasound (Imaging/Diagnostic  
Services )
- Urology (Surgical Services )
- Vascular Surgery (Surgical  
Services )

#### **Certification Programs**

- Acute Myocardial Infarction
- Advanced Comprehensive Stroke  
Center
- Chest Pain
- Heart Failure
- Joint Replacement - Hip
- Joint Replacement - Knee
- Ventricular Assist Device

<p><b>Pain Services - Brookstown</b> 605 Cotton Street Winston Salem, NC, 27101</p>	<p><b>Available Services</b></p> <ul style="list-style-type: none"> <li>• Administration of High Risk Medications (Outpatient )</li> <li>• Anesthesia (Outpatient )</li> <li>• Outpatient Clinics (Outpatient )</li> <li>• Perform Invasive Procedure (Outpatient )</li> </ul>	
<p><b>Stratford Executive Park</b> 500 Shepherd St. Suites 200, 201, 300 Winston Salem, NC, 27103</p>	<p><b>Available Services</b></p> <ul style="list-style-type: none"> <li>• Administration of High Risk Medications (Outpatient )</li> <li>• Outpatient Clinics (Outpatient )</li> <li>• Perform Invasive Procedure (Outpatient )</li> </ul>	<p><b>Other Clinics/Practices Located at This Site:</b></p> <ul style="list-style-type: none"> <li>• Comprehensive Fetal Care Center</li> <li>• Gastroenterology, Rheumatology, Neurology - Shepherd Street</li> <li>• Obstetrics &amp; Gynecology</li> </ul>
<p><b>University Internal Medicine-Country Club NC Baptist Hospita</b> 4614 Country Club Road Winston Salem, NC, 27104</p>	<p><b>Available Services</b></p> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Outpatient )</li> </ul>	<p><b>Other Clinics/Practices Located at This Site:</b></p> <ul style="list-style-type: none"> <li>• Weight Management Center-Country Club NC Baptist Hospital CI</li> </ul>
<p><b>Winston East Pediatrics of Baptist Hospital</b> 2295 E. 14th Street Winston Salem, NC, 27101</p>	<p><b>Available Services</b></p> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Outpatient )</li> </ul>	

## Special Quality Awards

***Due to our commitment to accurate data reporting, The Joint Commission is suspending the practice of updating Special Quality Awards until further notice***

- **2015** Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
- **2014** Gold Plus Get With The Guidelines - Stroke
- **2012** ACS National Surgical Quality Improvement Program
- **2010** Silver - The Medal of Honor for Organ Donation









## Cooperative Agreements

**Hospital** - Accredited by [American College of Surgeons-Commission on Cancer \(ACoS-COC\)](#)

## National Patient Safety Goals and National Quality Improvement Goals

Show Keys +

### 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
-  This measure is not applicable for this organization
-  Not displayed

### Measures Footnote Key

1. The measure or measure set was not reported.
2. The measure set does not have an overall result.
3. The number 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.











The Joint Commission only reports measures endorsed by the [National Quality Forum](#).

\* This information can also be viewed at [Hospital Compare](#).

\*\* Indicates per 1000 hours of patient care.

\*\*\* The measure was not in effect for this quarter.

---- Null value or data not displayed.

<b>Hospital</b>	<a href="#"><u>2014 National Patient Safety Goals</u></a>	Nationwide Comparison: 	Statewide Comparison: 
<p>Reporting Period: January 2016 - December 2016</p> <p><a href="#"><u>National Quality Improvement Goals:</u></a></p>			
	<a href="#"><u>Emergency Department</u></a>	National Comparison:  2	Statewide Comparison:  2
	<a href="#"><u>Immunization</u></a>	National Comparison:  2	Statewide Comparison:  2
	<a href="#"><u>Stroke Care</u></a>	National Comparison:  2	Statewide Comparison:  2
	<a href="#"><u>Venous Thromboembolism (VTE)</u></a>	National Comparison:  2	Statewide Comparison:  2

[New Changes to Quarterly Measure](#)

 [Download Quarterly Measure Results](#)

The Joint Commission only reports measures endorsed by the [National Quality Forum](#).


\* State results are not calculated for the National Patient Safety Goals.

National Quality Improvement Goals:



## North Carolina Baptist Hospital


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Measure Area		Nationwide	Statewide
<b>Stroke Care</b> <a href="#">Read More</a>	Compared to Other Joint Commission Accredited Organizations	 2	 2



Measure	Hospital Results	Nationwide		Statewide	
		Top 10% Scored at Least	Average Rate	Top 10% Scored at Least	Average Rate
Thrombolytic Therapy <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 100% of 38 Eligible Patients	100%	90%	100%	93%

Quarterly Measure Results				
	Jan - Mar 2016	Apr - Jun 2016	Jul - Sep 2016	Oct - Dec 2016
Number of Eligible Patients	38	38	38	38
Rate	100%	100%	100%	100%
Nationwide Average	90%	90%	89%	89%

Measure Area		Nationwide	Statewide
<b>Venous Thromboembolism (VTE)</b> <a href="#">Read More</a>	Compared to Other Joint Commission Accredited Organizations	 2	 2

Measure	Hospital Results	Nationwide		Statewide	
		Top 10% Scored at Least	Average Rate	Top 10% Scored at Least	Average Rate
VTE Discharge Instructions <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 100% of 169 Eligible Patients	100%	93%	100%	95%

Quarterly Measure Results				
	Jan - Mar 2016	Apr - Jun 2016	Jul - Sep 2016	Oct - Dec 2016
Number of Eligible Patients	169	169	169	169
Rate	100%	100%	100%	100%
Nationwide Average	93%	93%	93%	93%



Measure Area		Nationwide	Statewide
<b>Emergency Department</b> <a href="#">Read More</a>	Compared to Other Joint Commission Accredited Organizations	 2	 2


Measure	Hospital Results	Nationwide		Statewide	
		Top 10% Scored at Most	Weighted Median	Top 10% Scored at Most	Weighted Median
Median Time from ED Arrival to ED Departure for Admitted ED Patients <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	(N/D) 2 343.00 minutes 795 eligible Patients	203.00	313.00	231.29	299.65

Quarterly Measure Results				
	Jan - Mar 2016	Apr - Jun 2016	Jul - Sep 2016	Oct - Dec 2016
Number of Eligible Patients	795	795	795	795
Weighted Median Minutes	310.00	327.00	384.00	353.00
Nationwide Weighted Median Minutes	323.58	309.72	307.03	310.04

Measure	Hospital Results	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 <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	(N/D) 2 115.00 minutes 793 eligible Patients	54.00	126.00	59.24	113.64

Quarterly Measure Results				
	Jan - Mar 2016	Apr - Jun 2016	Jul - Sep 2016	Oct - Dec 2016
Number of Eligible Patients	793	793	793	793
Weighted Median Minutes	119.00	103.00	114.00	126.00
Nationwide Weighted Median Minutes	132.63	123.75	120.99	125.26

Measure Area		Nationwide	Statewide
<b>Immunization</b> <a href="#">Read More</a>	Compared to Other Joint Commission Accredited Organizations	 2	 2

Measure	Hospital Results	Nationwide		Statewide	
		Top 10% Scored at Least	Average Rate	Top 10% Scored at Least	Average Rate
Influenza Immunization <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 89% of 819 Eligible Patients	100%	94%	100%	95%

## Quarterly Measure Results

	Apr - Jun 2016	Jul - Sep 2016	Oct - Dec 2016	Jan - Mar 2016
Number of Eligible Patients	___1	___1	819	819
Rate	___1	___1	87%	91%
Nationwide Average	___1	___1	93%	95%