



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

Summary of Quality Information

Accreditation Programs

[View Accreditation History](#)

 Hospital	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
	Accredited	12/13/2014	12/12/2014	12/12/2014

Advanced Certification Programs

[View Certification History](#)

 Advanced Comprehensive Stroke Center	Certification Decision Certification	Effective Date 5/30/2015	Last Full Survey Date 7/6/2017	Last On-Site Survey Date 7/6/2017
 Ventricular Assist Device	Certification Decision Certification	Effective Date 8/5/2015	Last Full Survey Date 8/4/2015	Last On-Site Survey Date 8/4/2015

Core Certification Programs

 Acute Myocardial Infarction	Certification Decision Certification	Effective Date 8/1/2015	Last Full Survey Date 7/31/2015	Last On-Site Survey Date 7/31/2015
 Chest Pain	Certification Decision Certification	Effective Date 2/3/2017	Last Full Survey Date 12/12/2016	Last On-Site Survey Date 12/12/2016
 Heart Failure	Certification Decision Certification	Effective Date 7/31/2015	Last Full Survey Date 7/30/2015	Last On-Site Survey Date 7/30/2015
 Joint Replacement - Hip	Certification Decision Certification	Effective Date 4/18/2017	Last Full Survey Date 4/17/2017	Last On-Site Survey Date 4/17/2017
 Joint Replacement - Knee	Certification Decision Certification	Effective Date 4/18/2017	Last Full Survey Date 4/17/2017	Last On-Site Survey Date 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>Pain Services - Brookstown 605 Cotton Street Winston Salem, NC, 27101</p>	<p>Available Services</p> <ul style="list-style-type: none"> • Administration of High Risk Medications (Outpatient) • Anesthesia (Outpatient) • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient) 	
<p>Stratford Executive Park 500 Shepherd St. Suites 200, 201, 300 Winston Salem, NC, 27103</p>	<p>Available Services</p> <ul style="list-style-type: none"> • Administration of High Risk Medications (Outpatient) • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient) 	<p>Other Clinics/Practices Located at This Site:</p> <ul style="list-style-type: none"> • Comprehensive Fetal Care Center • Gastroenterology, Rheumatology, Neurology - Shepherd Street • Obstetrics & Gynecology
<p>University Internal Medicine-Country Club NC Baptist Hospita 4614 Country Club Road Winston Salem, NC, 27104</p>	<p>Available Services</p> <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) 	<p>Other Clinics/Practices Located at This Site:</p> <ul style="list-style-type: none"> • Weight Management Center-Country Club NC Baptist Hospital CI
<p>Winston East Pediatrics of Baptist Hospital 2295 E. 14th Street Winston Salem, NC, 27101</p>	<p>Available Services</p> <ul style="list-style-type: none"> • Outpatient Clinics (Outpatient) 	

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.

Hospital	<u>2014 National Patient Safety Goals</u>	Nationwide Comparison: 	Statewide Comparison: 
<p>Reporting Period: October 2015 - September 2016</p> <p><u>National Quality Improvement Goals:</u></p>			
	<u>Emergency Department</u>	National Comparison:  2	Statewide Comparison:  2
	<u>Immunization</u>	National Comparison:  2	Statewide Comparison:  2
	<u>Stroke Care</u>	National Comparison:  2	Statewide Comparison:  2
	<u>Venous Thromboembolism (VTE)</u>	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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 Medical Center Boulevard
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Measure Area		Nationwide	Statewide
Stroke Care Read More	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 Read More See Quarterly Results	 100% of 37 Eligible Patients	100%	90%	100%	92%

Quarterly Measure Results				
	Oct - Dec 2015	Jan - Mar 2016	Apr - Jun 2016	Jul - Sep 2016
Number of Eligible Patients	37	37	37	37
Rate	100%	100%	100%	100%
Nationwide Average	89%	90%	90%	89%

Measure Area		Nationwide	Statewide
Venous Thromboembolism (VTE) Read More	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 Read More See Quarterly Results	 100% of 168 Eligible Patients	100%	93%	100%	95%

Quarterly Measure Results				
	Oct - Dec 2015	Jan - Mar 2016	Apr - Jun 2016	Jul - Sep 2016
Number of Eligible Patients	168	168	168	168
Rate	100%	100%	100%	100%
Nationwide Average	93%	93%	93%	93%

Measure Area		Nationwide	Statewide
Emergency Department Read More	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 Read More See Quarterly Results	(N/D) 2 332 minutes 782 eligible Patients	202	311	231	298

Quarterly Measure Results				
	Oct - Dec 2015	Jan - Mar 2016	Apr - Jun 2016	Jul - Sep 2016
Number of Eligible Patients	782	782	782	782
Weighted Median Minutes	309	310	327	384
Nationwide Weighted Median Minutes	302	323	310	307

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 Read More See Quarterly Results	(N/D) 2 109 minutes 780 eligible Patients	53	124	59	111

Quarterly Measure Results				
	Oct - Dec 2015	Jan - Mar 2016	Apr - Jun 2016	Jul - Sep 2016
Number of Eligible Patients	780	780	780	780
Weighted Median Minutes	101	119	103	114
Nationwide Weighted Median Minutes	118	133	124	121

Measure Area		Nationwide	Statewide
Immunization Read More	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 Read More See Quarterly Results	 91% of 827 Eligible Patients	100%	94%	99%	96%

Quarterly Measure Results

	Apr - Jun 2016	Jul - Sep 2016	Jan - Mar 2016	Oct - Dec 2015
Number of Eligible Patients	___1	___1	827	827
Rate	___1	___1	91%	91%
Nationwide Average	___1	___1	95%	93%