

Improving America's Hospitals

The Joint Commission's Annual Report on Quality and Safety

2012



Top Performers on Key Quality Measures™

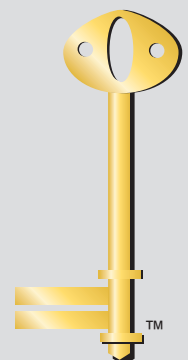


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Letter from The Joint Commission President



It has been five years since The Joint Commission began publishing this annual report on quality and safety, and I'm astounded at the improvement reflected in the data contained within these pages. The first annual report, published in 2007, included data from 2002-2005 and covered 15 measures of performance. This year's report covers 45 measures and reflects from one to 10 years of improvement results. The data reflected in this report are also the basis for The Joint Commission's *Top Performers on Key Quality Measures*[™] program, which we introduced last year. The announcement of *Top Performers* is highly anticipated by hospitals across the country, recognizing their hard work in attaining excellence in accountability measure performance.

Three new accountability measure sets are included in the calculation for this year's *Top Performers* program for the first time: stroke, venous thromboembolism (VTE), and inpatient psychiatric services. With the inclusion of the last measure set, 43 freestanding psychiatric hospitals or hospitals with inpatient psychiatric units are being recognized as *Top Performers* for the first time. This year's program recognizes 620 Joint Commission-accredited hospitals – over 50 percent more hospitals than last year – a significant and heartening improvement in accountability measure performance. Even more heartening is the distinction of 244 hospitals that have achieved *Top Performer* status for two consecutive years!

This year, 18 percent of America's hospitals achieved the *Top Performers* distinction, with another 17 percent only one measure short of the goal. By this time next year, we expect our *Top Performers* list to be even longer, as the program continues to support and provide an incentive for organizations to continually improve.

Making the *Top Performers* list is no easy feat. Each recognized hospital met two 95 percent performance thresholds. First, each hospital achieved performance of 95 percent or above on a single, composite score that includes all the accountability measures for which it reports data to The Joint Commission, including measures that had fewer than 30 eligible cases or patients. Second, each hospital met or exceeded a 95 percent performance target for every accountability measure for which it reports data, excluding any measures with fewer than 30 eligible cases or patients.

These hospitals are leading the way in quality improvement, as American hospitals as a whole continue to make strides. While all hospitals achieving improvements deserve congratulations, those making the list starting on page 13 have achieved an exemplary level of performance.

The program also provides an opportunity for recognized hospitals to celebrate their achievement. In addition to being named in this report, *Top Performers* are highlighted at www.jointcommission.org and The Joint Commission's Quality Check website – www.qualitycheck.org. Each *Top Performer* will receive a certificate of recognition and communication tools to aid in promoting its achievement. Since we started this program a year ago, the reputations of the hospitals on our *Top Performers* list have been enhanced within their communities by local media stories about their achievement.

Letter from The Joint Commission President (Cont'd)

On January 1, 2012, The Joint Commission took yet another important step when it integrated performance expectations on accountability measures into accreditation standards. Joint Commission-accredited hospitals are now expected to meet a new performance improvement requirement (Standard PI.02.01.03, Element of Performance 1) that establishes an 85 percent composite compliance target rate for performance on ORYX® accountability measures. The new requirement is intended to help improve performance on ORYX core measures of patient care. (This standard does not apply to the critical access hospital program.)

Better performance will help hospitals meet the valued-based purchasing requirements of federal and state governments and private payers. Also, because the public expects transparency in hospital performance reporting, quality data have been available on www.qualitycheck.org and the Centers for Medicare & Medicaid Services' Hospital Compare website – <http://www.hospitalcompare.hhs.gov> – for some time.

As hospitals work diligently to improve quality and safety, I am energized by their ability to respond affirmatively to challenges. When we raise the bar and provide the proper guidance and tools, hospitals have answered with excellent results. Their capacity for continual improvement points toward a future in which quality and safety defects are dramatically reduced and high reliability is expected and achieved. Day-to-day progress will slowly but surely transform today's health care system into one that achieves unprecedented performance outcomes for the benefit of the patients we serve.

Sincerely,



Mark R. Chassin, M.D., F.A.C.P., M.P.P, M.P.H
President
The Joint Commission

Executive Summary

Reflecting an increase of 50 percent from last year, 620 hospitals have achieved the outstanding accountability measure performance required to be included in the *Top Performers on Key Quality Measures*[™] program. *Improving America's Hospitals: The Joint Commission's Annual Report on Quality and Safety 2012* recognizes these hospitals for their exemplary performance. The report also summarizes the performance of all Joint Commission-accredited hospitals on 45 accountability measures (see Appendix 2) of evidence-based care processes closely linked to positive patient outcomes. (The 45 accountability measures include two inpatient psychiatric services measures that are ratio measures, which are not included in the composite results.)

Three accountability measure sets (heart attack care, heart failure care, and pneumonia care) have been followed for 10 years (2002-2011) and five more sets have been followed from seven years to two years (surgical care, children's asthma care, inpatient psychiatric services, venous thromboembolism care, and stroke care). The magnitude of improvement on the individual accountability measures has a median value of 7.1 percentage points from measure inception to 2011. Improvement has ranged from a small fraction of a percentage point (for a measure that improved from 99.8 percent to 99.9 percent) to +66.1 percentage points (for a measure with 10 years of reporting experience). All measures tracked over at least two years showed improvement from the year of inception to 2011.

While the data show impressive gains in hospital quality performance, improvements can still be made. Some hospitals perform better than others in treating particular conditions and in achieving patient satisfaction. Quality, safety, and patient satisfaction results for specific hospitals can be found at www.qualitycheck.org.

More than 3,300 eligible Joint Commission accredited hospitals contributed data. See the Glossary for definitions.

Key Findings

1. The number of hospitals recognized by the *Top Performers on Key Quality Measures*[™] program has increased over 50 percent from last year, with 620 hospitals earning this achievement. These hospitals represent about 18 percent of all Joint Commission-accredited hospitals reporting core measure performance data.

Each of the 620 recognized hospitals met two 95 percent (95/95) performance thresholds on 2011 accountability measure data.

First, each hospital achieved performance of 95 percent or above on a single, composite score that includes all the accountability measures for which it reports data to The Joint Commission, including measures that had fewer than 30 eligible cases or patients.

Second, each hospital met or exceeded 95 percent performance on every accountability measure for which it reports data to The Joint Commission, excluding any measures with fewer than 30 eligible cases or patients.

A 95 percent score means a hospital provided an evidence-based practice 95 times out of 100 opportunities to provide the practice. Each accountability measure represents an evidence-based practice – for example, giving aspirin at arrival for heart attack patients, giving antibiotics one hour before surgery, and providing a home management plan for children with asthma.

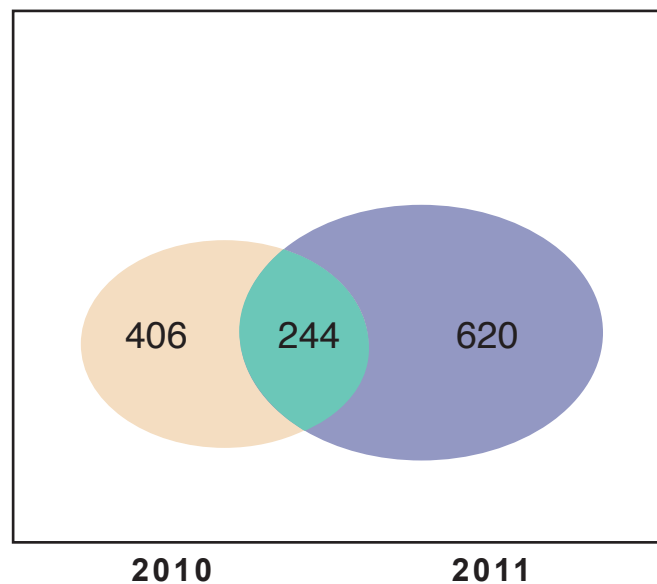
Because hospitals want to achieve excellent reputations for delivering high quality care within their communities, The Joint Commission expects the percentage of hospitals achieving these thresholds to increase as it publicly reports on the *Top Performers on Key Quality Measures* program in the fall of each successive year.

Executive Summary (Cont'd)

2. Of the 620 *Top Performers*, 244 achieved the distinction for a second straight year.

This accomplishment means 244 hospitals repeated 95/95 performance after including data on new accountability measures designated in 2011 into the measure sets they choose to report. The bar was raised; yet, the total number of hospitals meeting the challenge increased by over 50 percent. In addition to the 620 hospitals (18 percent of total hospitals) achieving *Top Performer* status, another 583 hospitals (17 percent) fell slightly short by missing 95 percent performance on only one measure. These 583 hospitals are on track to potentially achieve *Top Performer* status next year. To help them improve core measure performance and meet the *Top Performer* goal, The Joint Commission provides an online Core Measure Solution Exchange, available through the Joint Commission Connect extranet. The Core Measure Solution Exchange is a user-friendly, interactive forum that allows health care professionals from Joint Commission accredited organizations to freely exchange quality improvement practices.

Increase in *Top Performers* in one year



244 hospitals were recognized both for 2010 and 2011

3. For the first time, freestanding psychiatric hospitals or hospitals with inpatient psychiatric units are being included for recognition in the *Top Performers* program. Also, new this year is the addition of three accountability measure sets in the calculation for this year's *Top Performers* program – inpatient psychiatric services, stroke and venous thromboembolism (VTE).

Psychiatric hospitals or hospitals with inpatient psychiatric units submitted data for the inpatient psychiatric services measure set and 43 were recognized in the *Top Performers* program. The other two accountability measure sets included in this year's program for the first time are the stroke and venous thromboembolism (VTE) measure sets.

As more performance measures are developed and tested, they will be added in the calculation for the *Top Performers* program, increasing the likelihood that more hospitals will be recognized for their work in performance measurement.

Executive Summary (Cont'd)

4. Hospital performance on accountability measures has improved significantly over time, greatly enhancing the quality of care provided in America's hospitals. Still, more improvement is needed and is expected to continue.

In 2011, hospitals achieved 96.6 percent “composite” accountability measure performance on 16.1 million opportunities to perform care processes closely linked to positive patient outcomes. This is an improvement of 14.8 percentage points since 2002, when hospitals achieved 81.8 percent “composite” performance on 957,000 opportunities. A composite result sums up the results of all individual accountability measures into a single percentage rating.

While hospitals achieved 90 percent or better performance on most individual measures, more improvement is needed. For example, hospitals finished 2011 with only 60.2 percent of eligible heart attack patients receiving fibrinolytic therapy within 30 minutes of arrival.

5. Hospitals have significantly improved the quality of care provided to heart attack, pneumonia, surgical care, children's asthma care, inpatient psychiatric, venous thromboembolism, and stroke patients, according to composite accountability measure results.

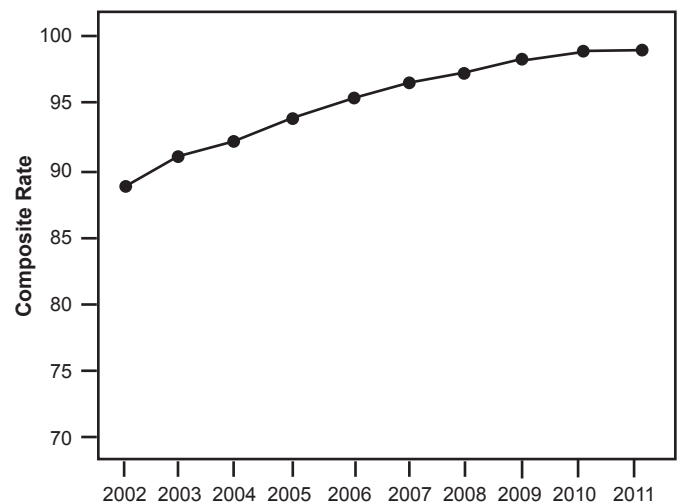
Composite accountability measures for heart attack and pneumonia care have been compiled since 2002, surgical care since 2005, children's asthma care since 2008, inpatient psychiatric services since 2009, and venous thromboembolism and stroke care since 2010. Note: There is no accountability composite for heart failure care since there is only one heart failure accountability measure. A composite must have at least two measures. However, the overall accountability composite results (see graph 8) include the one heart failure measure. For more information about accountability composite results versus composite results, see “Note on Calculations and Methodology” on page 37.

- **The 2011 heart attack care result is 98.5 percent**, up from 88.6 percent in 2002 – an improvement of 9.9 percentage points. A 98.5 percent score means that hospitals provided an evidence-based heart attack treatment 985 times for every 1,000 opportunities to do so.

This composite includes:

- Aspirin at arrival
- Aspirin at discharge
- ACEI or ARB at discharge
- Beta-blocker at discharge
- Fibrinolytic therapy within 30 minutes
- PCI therapy within 90 minutes
- Statin prescribed at discharge

Graph 1: Heart attack care accountability composite



The average number of hospitals reporting data was 2,573, and ranged from 1,585 to 2,923.

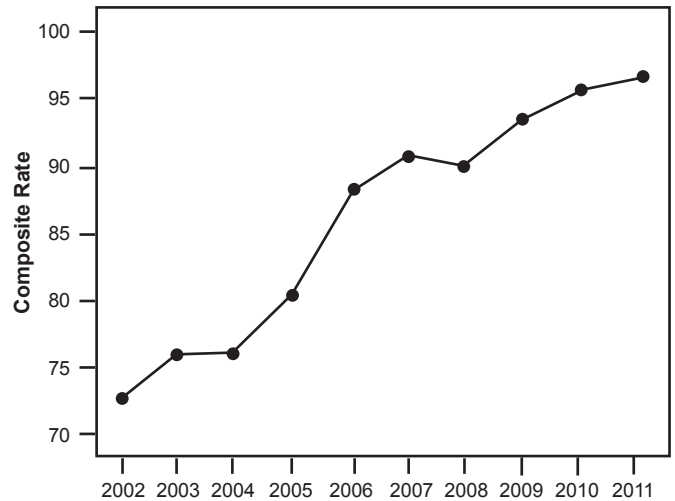
Executive Summary (Cont'd)

- **The 2011 pneumonia care result is 96.2 percent,** up from 72.4 percent in 2002 – an improvement of 23.8 percentage points.

This composite includes:

- Pneumococcal vaccination
- Blood cultures in ICU
- Blood cultures in ED
- Antibiotics to ICU patients
- Antibiotics to non-ICU patients
- Influenza vaccination

Graph 2: Pneumonia care accountability composite



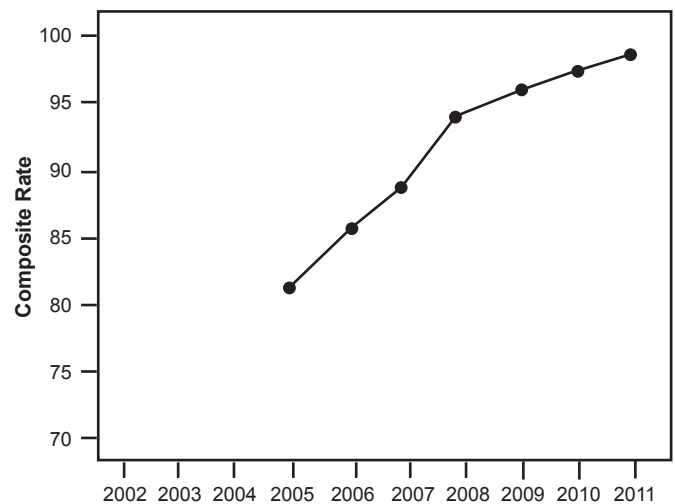
The average number of hospitals reporting data was 2,775, and ranged from 1,960 to 3,083.

- **The 2011 surgical care result is 97.6 percent,** up from 82.1 percent in 2005 – an improvement of 15.5 percentage points.

This composite includes:

- Antibiotics within one hour before the first surgical cut
- Appropriate prophylactic antibiotics
- Stopping antibiotics within 24 hours
- Cardiac patients with 9 a.m. postoperative blood glucose
- Patients with appropriate hair removal
- Beta-blocker patients who received beta-blocker perioperatively
- Prescribing VTE medicine/treatment
- Receiving VTE medicine/treatment
- Urinary catheter removed

Graph 3: Surgical care accountability composite



The average number of hospitals reporting data was 1,671, and ranged from 149 to 2,820.

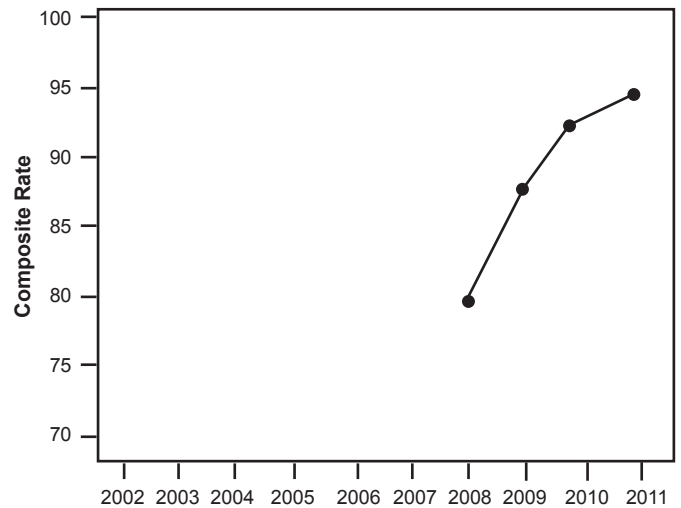
Executive Summary (Cont'd)

- **The 2011 children's asthma care result is 94.7 percent**, up from 79.8 percent in 2008 – an improvement of 14.9 percentage points.

This composite includes:

- Relievers for inpatient asthma
- Systemic corticosteroids for inpatient asthma
- Home management plan of care

Graph 4: Children's asthma care accountability composite



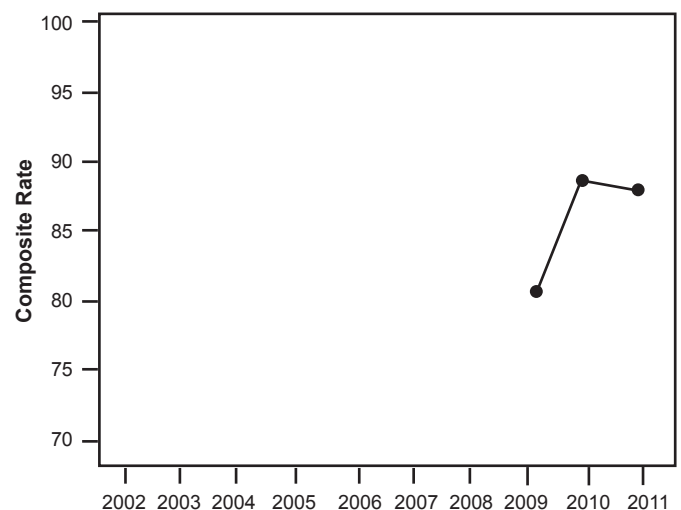
The average number of hospitals reporting data was 227, and ranged from 173 to 257.

- **The 2011 inpatient psychiatric services result is 87.3 percent**, up from 80.5 percent in 2009 – an improvement of 6.8 percentage points.

The composite includes:

- Multiple antipsychotic medications*
- Justification for multiple antipsychotic medications
- Continuing care plan created
- Continuing care plan transmitted

Graph 5: Inpatient psychiatric services accountability composite



The average number of hospitals reporting data was 319, and ranged from 167 to 485.

* For this measure, where a decrease in the rate is desired, the accountability composite includes the number of the denominator cases minus the number of the numerator cases. This converts the rate so that it can be used in the composite with the majority of accountability measures (those where an increase in the rate is desired).

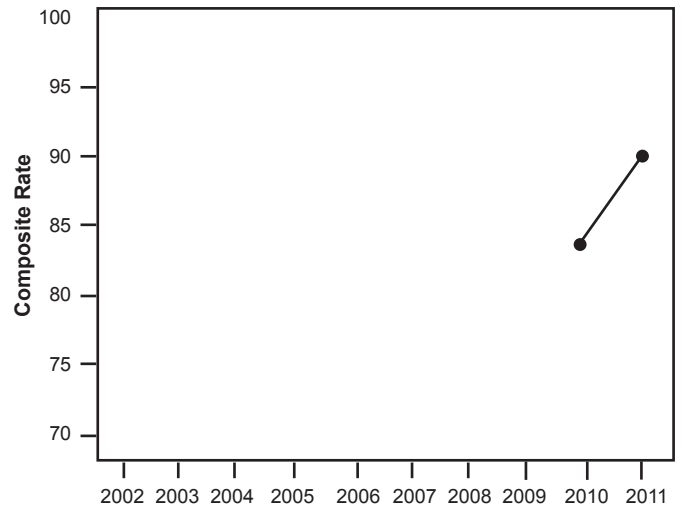
Executive Summary (Cont'd)

- **The 2011 venous thromboembolism (VTE) care result is 89.9 percent**, up from 82.7 in 2010 – an improvement of 7.2 percentage points.

This composite includes:

- VTE medicine/treatment
- VTE medicine/treatment in ICU
- VTE patients with overlap therapy
- VTE patients with UFH monitoring
- VTE warfarin discharge instructions

Graph 6: Venous thromboembolism (VTE) care accountability composite



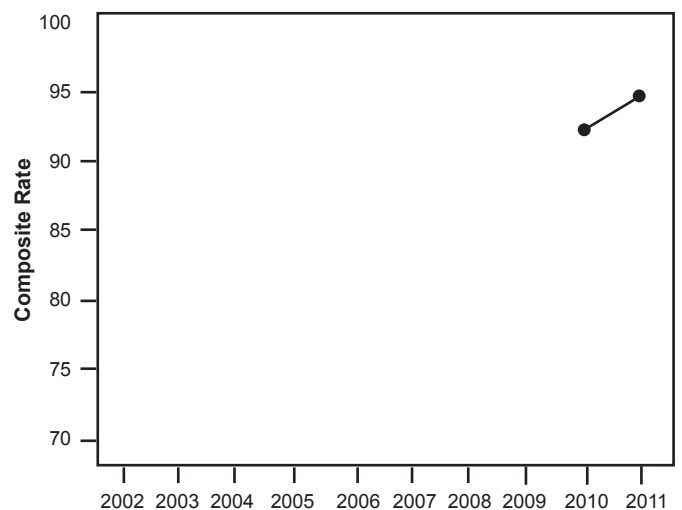
The average number of hospitals reporting data was 72, and ranged from 67 to 75.

- **The 2011 stroke care result is 94.9 percent**, up from 92.7 percent in 2010 – an improvement of 2.2 percentage points.

The composite includes:

- VTE medicine/treatment
- Discharged on antithrombotic therapy
- Anticoagulation therapy for atrial fibrillation/flutter
- Thrombolytic therapy
- Antithrombotic therapy by end of hospital day two
- Discharged on statin medication
- Stroke education
- Assessed for rehabilitation

Graph 7: Stroke care accountability composite



The average number of hospitals reporting data was 156, and ranged from 142 to 169.

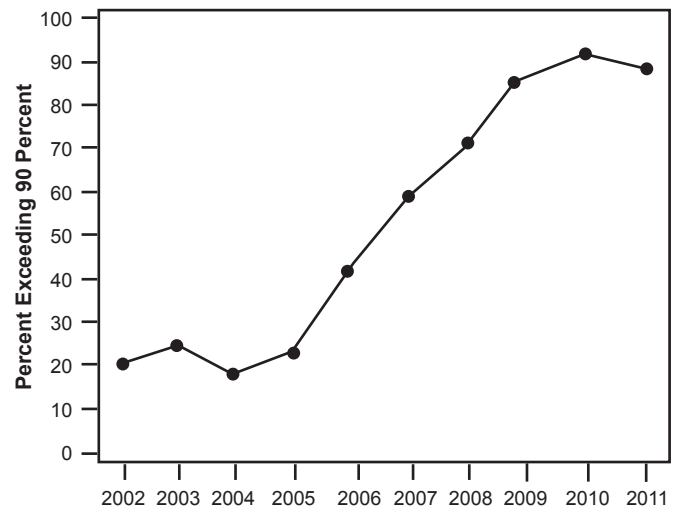
Executive Summary (Cont'd)

6. The percentage of hospitals achieving composite accountability measure performance greater than 90 percent in 2011 was 88.8 percent.

For the first time, measures in the inpatient psychiatric services, VTE care, and stroke care measure sets were included in this calculation. Including these newer measures resulted in a decrease from the 91.7 percent score reported last year. Only 20.4 percent of hospitals achieved 90 percent in 2002.

This composite includes all 2011 accountability measures (see Appendix 2) except for two inpatient psychiatric services measures – hours of seclusion and hours of physical restraint. On these measures, a lower score is preferred.

Graph 8: Percent of hospitals with overall accountability composite greater than 90 percent



The average number of hospitals reporting data was 3,272, and ranged from 3,166 to 3,472.

What's new this year

- The *Top Performers on Key Quality Measures*TM program recognized 620 hospitals achieving excellence in accountability measure performance.
- For the first time, 43 freestanding psychiatric hospitals or hospitals with inpatient psychiatric units are being recognized in the *Top Performers* program.
- Three accountability measure sets were added in the calculation for this year's *Top Performers* program for the first time – inpatient psychiatric services, stroke and venous thromboembolism (VTE).
- For the first time, composite performance for each measure set was calculated by using only accountability measures.
- In this year's report, 22 care processes were included for the first time in the accountability measure results.

Heart attack care measure set

1. Statin prescribed at discharge

Pneumonia care measure set

2. Blood cultures in ICU

Surgery care measure set

3. Urinary catheter removed

Inpatient psychiatric services measure set

4. Multiple antipsychotic medications
5. Justification for multiple antipsychotic medications
6. Continuing care plan created
7. Continuing care plan transmitted
8. Hours of physical restraint*
9. Hours of seclusion*

Venous thromboembolism (VTE) care measure set

10. VTE medicine/treatment
11. VTE medicine/treatment in ICU
12. VTE patients with overlap therapy
13. VTE patients with UFH monitoring
14. VTE warfarin discharge instructions

Stroke care measure set

15. VTE medicine/treatment
16. Discharged on antithrombotic therapy
17. Anticoagulation therapy for atrial fibrillation/flutter
18. Thrombolytic therapy
19. Antithrombotic therapy by end of hospital day two
20. Discharged on statin medication
21. Stroke education
22. Assessed for rehabilitation

* This measure is not included in the composite results because it is a ratio measure. Only proportional process measures are included in the composite.

The *Top Performers on Key Quality Measures*[™] program

The *Top Performers on Key Quality Measures*^{™*} program recognizes accredited hospitals that attain excellence in accountability measure performance. The announcement of the *Top Performers* occurs in the fall of each year and coincides with the publication of The Joint Commission's "Improving America's Hospitals" annual report.

There are 620 hospitals being recognized this year; they represent approximately 18 percent of Joint Commission-accredited hospitals reporting core measure performance data. Each year, the percentage of recognized hospitals will vary. (Most Joint Commission-accredited hospitals are required to report performance measure data to The Joint Commission while many critical access hospitals voluntarily report these data.) Each year, hospitals may choose to report data on new or different measure sets, which will influence whether they make the list of *Top Performers*; it usually takes some time to reach high achievement on a new measure set.

Psychiatric hospitals or hospitals with inpatient psychiatric units are being included for recognition in the *Top Performers* program for the first time. Of the 620 recognized hospitals, 43 are freestanding psychiatric hospitals or hospitals with inpatient psychiatric units. These hospitals submitted data for the inpatient psychiatric services measure set – one of three new accountability measure sets included in the calculation for this year's *Top Performers* program. The other two accountability measure sets included in this year's program for the first time are the stroke and venous thromboembolism (VTE) measure sets.

How *Top Performers* are determined

Recognition in The Joint Commission's *Top Performers on Key Quality Measures*[™] program is based on an aggregation of accountability measure data reported to The Joint Commission during the previous calendar year. This year's program results are based on data that were reported for 2011. Specifically, a *Top Performer* must first achieve performance of 95 percent or above on a single, composite score that includes all the accountability measures for which it reports data to The Joint Commission, including measures that had fewer than 30 eligible cases or patients. Second, the hospital also must meet a 95 percent performance threshold for every accountability measure for which it reports data to The Joint Commission, excluding any measures with fewer than 30 eligible cases or patients.

Why the *Top Performers* program was developed

Since 2002, hospitals have been reporting data to The Joint Commission and have continuously shown improvement in performance on core measures. Most hospitals not recognized among the 620 *Top Performers* are still performing well on accountability measures, but there is still room for improvement. For example, 583 hospitals (17 percent) narrowly missed *Top Performers* recognition by having sub-95 percent performance on only one measure. To help these and other hospitals improve their accountability measure performance, The Joint Commission provides various resources, including the Core Measure Solution Exchange, the Leading Practices Library, and the Strategic Surveillance System (S3). These resources are available on The Joint Commission's secure extranet site, Joint Commission Connect.

The *Top Performers on Key Quality Measures* program is designed to inspire better performance on accountability measures and to serve as an incentive for all hospitals to improve and be the best they can be. The program also provides an opportunity for recognized hospitals to celebrate their achievement of excellence in accountability measure performance.

The *Top Performers on Key Quality Measures* program is consistent with pay-for-performance trends being enacted by federal and state government and private payers. The reported data have been available on The Joint Commission's Quality Check website and the Centers for Medicare & Medicaid Services' Hospital Compare website for some time. Today, the public expects transparency in the reporting of performance at the hospitals where they receive care.

*Being named a *Top Performer* by The Joint Commission does not ensure that any specific patient in such a named hospital will have any particular good medical outcome. *Top Performer* recognition is based on hospital performance on measures about activity in certain patient care areas, but not all the patient care areas provided by acute care hospitals.

The Top Performers on Key Quality Measures™ for 2011

The checkmark (✓) indicates the measure set(s) for which the hospital is being recognized as a *Top Performer*. The list is alphabetized by state and then by city. Many of these hospitals were also recognized as *Top Performers* last year. To see last year's *Top Performers*, visit www.jointcommission.org/accreditation/top-performers.aspx.

Hospitals by State	City	Heart Attack	Heart Failure	Pneumonia	Surgical Care	Children's Asthma	Hosp-Based Inpt Psych	Stroke	VTE
Alabama									
Affinity Hospital, LLC	Birmingham	✓	✓	✓	✓				
Brookwood Medical Center	Birmingham	✓	✓	✓	✓				
Princeton Baptist Medical Center	Birmingham	✓	✓	✓	✓				
Laurel Oaks Behavioral Health Center	Dothan						✓		
QHG of Enterprise, Inc.	Enterprise			✓	✓				
South Baldwin Regional Medical Center	Foley	✓	✓	✓	✓				
DeKalb Regional Medical Center	Fort Payne	✓		✓	✓				
Riverview Regional Medical Center	Gadsden	✓	✓	✓					
Greenville Hospital Corporation	Greenville				✓				
Crestwood Medical Center	Huntsville	✓	✓	✓	✓				
Walker Baptist Medical Center	Jasper	✓	✓	✓	✓				
East Alabama Medical Center	Opelika	✓	✓	✓	✓				
Russell County Community Hospital, LLC	Phenix City				✓				
Prattville Baptist Hospital	Prattville			✓	✓				
Russellville Hospital	Russellville			✓	✓				
Vaughan Regional Medical Center	Selma	✓	✓	✓	✓				
Helen Keller Hospital	Sheffield		✓	✓	✓				
Citizens Baptist Medical Center	Talladega		✓	✓	✓				
Tuscaloosa VA Medical Center	Tuscaloosa						✓		
Alaska									
North Star Behavioral Health	Anchorage						✓		
Central Peninsula Hospital	Soldotna			✓	✓				
Arizona									
Western Arizona Regional Medical Center	Bullhead City	✓	✓	✓	✓				
Oro Valley Hospital, LLC	Oro Valley	✓	✓	✓	✓				
Payson Hospital Corporation	Payson			✓	✓				
Maryvale Hospital	Phoenix	✓	✓	✓	✓				
Carondelet St. Mary's Hospital	Tucson	✓	✓	✓	✓			✓	
Arkansas									
Rivendell Behavioral Health Services of Arkansas	Benton						✓		
Vista Health	Fayetteville						✓		
Sparks Regional Medical Center	Fort Smith	✓	✓	✓	✓				
Helena Regional Medical Center	Helena		✓	✓					
Arkansas Heart Hospital	Little Rock	✓	✓	✓	✓				
Baptist Health Medical Center - Little Rock	Little Rock	✓	✓	✓					
BHC Pinnacle Pointe Hospital, Inc.	Little Rock						✓		
Arkansas Methodist Hospital Corporation	Paragould	✓	✓	✓	✓				
Summit Medical Center	Van Buren			✓					
California									
Kaiser Permanente - Orange County	Anaheim	✓	✓	✓	✓				
West Anaheim Medical Center	Anaheim	✓	✓	✓	✓				
Sutter Auburn Faith Hospital	Auburn			✓	✓				
Providence Saint Joseph Medical Center	Burbank	✓	✓	✓	✓				
Sutter Davis Hospital	Davis			✓	✓				
Kaiser Foundation Hospital - Downey Medical Center	Downey	✓	✓	✓	✓				
Scripps Memorial Hospital - Encinitas	Encinitas	✓	✓	✓	✓				
Encino Hospital Medical Center	Encino			✓					
Kaiser Foundation Hospital - Fontana	Fontana	✓	✓	✓	✓				
Weed Army Community Hospital	Fort Irwin								✓
Kaiser Foundation Hospital - Fresno	Fresno	✓	✓	✓	✓				
Garden Grove Hospital Medical Center	Garden Grove	✓		✓	✓				
Kaiser Foundation Hospital - South Bay	Harbor City	✓	✓	✓	✓				
Kaiser Foundation Hospital - Hayward/Fremont Medical Center	Hayward	✓	✓	✓	✓				
The Huntington Beach Hospital	Huntington Beach	✓		✓	✓				
Centinela Hospital Medical Center	Inglewood	✓	✓	✓	✓				

The Top Performers on Key Quality Measures™ for 2011

The checkmark (✓) indicates the measure set(s) for which the hospital is being recognized as a *Top Performer*. The list is alphabetized by state and then by city. Many of these hospitals were also recognized as *Top Performers* last year. To see last year's *Top Performers*, visit www.jointcommission.org/accreditation/top-performers.aspx.

Hospitals by State	City	Heart Attack	Heart Failure	Pneumonia	Surgical Care	Children's Asthma	Hosp-Based Inpt Psych	Stroke	VTE
Scripps Green Hospital	La Jolla	✓	✓	✓	✓				
La Palma Intercommunity Hospital	La Palma	✓		✓	✓				
VA Long Beach Health Care System	Long Beach	✓	✓	✓	✓				
Los Alamitos Medical Center, Inc.	Los Alamitos	✓	✓	✓	✓				
Kaiser Foundation Hospital - Los Angeles Medical Center	Los Angeles	✓	✓	✓	✓				
Temple Community Hospital	Los Angeles	✓		✓	✓				
Memorial Hospital Los Banos	Los Banos			✓					
Providence Health System - Southern California	Mission Hills	✓	✓	✓	✓				
Kaiser Foundation Hospital - Modesto/Manteca	Modesto	✓	✓	✓	✓				
Prime Healthcare Paradise Valley, LLC	National City	✓	✓	✓	✓				
Children's Hospital & Research Center Oakland	Oakland					✓			
Lucile Salter Packard Children's Hospital at Stanford	Palo Alto					✓			
Kaiser Foundation Hospitals - Panorama City Medical Center	Panorama City	✓	✓	✓	✓				
Prime Healthcare Services - Shasta, LLC	Redding	✓	✓	✓	✓				
Kaiser Foundation Hospital - Redwood City	Redwood City	✓		✓	✓				
Kaiser Foundation Hospital - Riverside	Riverside	✓	✓	✓	✓				
Riverside Community Hospital	Riverside	✓	✓	✓	✓				
BHC Heritage Oaks Hospital	Sacramento						✓		
Sutter Medical Center, Sacramento	Sacramento	✓	✓	✓					
Kaiser Foundation Hospital - San Diego	San Diego	✓	✓	✓	✓				
Sharp Memorial Hospital	San Diego	✓	✓	✓	✓				
Kaiser Foundation Hospital - San Francisco	San Francisco	✓	✓	✓	✓				
Good Samaritan Hospital, LP	San Jose	✓	✓	✓	✓				
Kaiser Foundation Hospital - San Jose	San Jose	✓	✓	✓	✓				
Regional Medical Center of San Jose	San Jose	✓	✓	✓	✓				
Sierra Vista Regional Medical Center	San Luis Obispo			✓	✓				
Sutter Maternity & Surgery Center of Santa Cruz	Santa Cruz				✓				
Saint John's Health Center	Santa Monica	✓	✓	✓					
Kaiser Foundation Hospital - Santa Rosa	Santa Rosa	✓	✓	✓	✓				
Sutter Medical Center of Santa Rosa	Santa Rosa	✓	✓	✓	✓				
Sonora Community Hospital	Sonora	✓	✓	✓					
Kaiser Foundation Hospital - South San Francisco	South San Francisco	✓	✓	✓	✓				
Banner Lassen Medical Center	Susanville			✓	✓				
Los Robles Hospital and Medical Center	Thousand Oaks	✓	✓	✓	✓				
Providence Little Company of Mary Medical Center Torrance	Torrance	✓	✓	✓	✓				
Sutter Tracy Community Hospital	Tracy			✓	✓				
Kaiser Foundation Hospital - Vacaville	Vacaville	✓		✓	✓				
Kaiser Foundation Hospital - Walnut Creek	Walnut Creek	✓	✓	✓	✓				
Kaiser Foundation Hospital - Woodland Hills	Woodland Hills	✓	✓	✓	✓				
Colorado									
Presbyterian/St. Luke's Medical Center	Denver	✓	✓		✓				
Rose Medical Center	Denver	✓	✓	✓					
St. Anthony Summit Medical Center	Frisco				✓				
Valley View Hospital Association	Glenwood Springs	✓		✓	✓				
Grand Junction Veterans Affairs Medical Center	Grand Junction			✓	✓				
Sky Ridge Medical Center	Lone Tree	✓		✓	✓				
McKee Medical Center	Loveland	✓		✓	✓				
North Suburban Medical Center	Thornton	✓		✓	✓				
Delaware									
Meadow Wood Behavioral Health System	New Castle						✓		
VA Medical Center	Wilmington			✓	✓				
Florida									
JFK Medical Center Limited Partnership	Atlantis	✓	✓	✓	✓				
Aventura Hospital and Medical Center	Aventura	✓	✓	✓	✓				
Bartow Regional Medical Center	Bartow		✓	✓					

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Lakeside Medical Center	Belle Glade		✓	✓	✓				
Lakewood Ranch Medical Center	Bradenton	✓	✓	✓	✓				
Brandon Regional Hospital	Brandon	✓	✓	✓	✓				
Brooksville & Spring Hill Regional Hospitals	Brooksville	✓	✓	✓					
Morton Plant Hospital Association	Clearwater	✓	✓	✓	✓				
Coral Gables Hospital	Coral Gables	✓	✓	✓	✓				
Doctors Hospital, Inc.	Coral Gables	✓	✓	✓	✓				
Pasco Regional Medical Center	Dade City	✓	✓	✓					
Heart of Florida Regional Medical Center	Davenport	✓	✓	✓					
Delray Medical Center, Inc.	Delray Beach	✓	✓	✓	✓				
Englewood Community Hospital	Englewood	✓	✓	✓	✓				
Fort Walton Beach Medical Center, Inc.	Fort Walton Beach	✓	✓	✓	✓				
North Florida Regional Medical Center	Gainesville	✓	✓	✓	✓				
Gulf Breeze Hospital	Gulf Breeze			✓	✓				
Homestead Hospital, Inc.	Homestead	✓	✓	✓	✓				
Regional Medical Center Bayonet Point	Hudson	✓	✓	✓	✓				
Memorial Hospital Jacksonville	Jacksonville	✓	✓	✓	✓				
River Point Behavioral Health	Jacksonville						✓		
Osceola Regional Medical Center	Kissimmee	✓	✓	✓	✓				
Lake City Medical Center	Lake City	✓	✓	✓	✓				
Largo Medical Center	Largo	✓	✓	✓	✓				
Lehigh HMA, LLC	Lehigh Acres	✓	✓	✓					
Palms West Hospital	Loxahatchee	✓	✓	✓	✓				
Kendall Regional Medical Center	Miami	✓	✓	✓	✓				
Santa Rosa Medical Center	Milton			✓	✓				
Memorial Hospital Miramar	Miramar	✓	✓	✓	✓				
Physicians Regional Healthcare System	Naples	✓	✓	✓	✓				
Twin Cities Hospital	Niceville			✓	✓				
Raulerson Hospital	Okeechobee	✓	✓	✓	✓				
Orange Park Medical Center	Orange Park	✓	✓	✓	✓				
Palm Beach Gardens Medical Center	Palm Beach Gardens	✓	✓	✓	✓				
Gulf Coast Medical Center	Panama City	✓	✓	✓	✓				
Memorial Hospital Pembroke	Pembroke Pines	✓	✓	✓	✓				
Memorial Hospital West	Pembroke Pines	✓	✓	✓	✓				
Baptist Hospital, Inc.	Pensacola	✓	✓	✓	✓				
West Florida Regional Medical Center, Inc.	Pensacola	✓	✓	✓	✓				
Columbia Hospital Corporation of South Broward	Plantation	✓	✓	✓	✓				
Plantation General Hospital	Plantation	✓	✓	✓	✓				
Fawcett Memorial Hospital	Port Charlotte	✓	✓	✓	✓				
St. Lucie Medical Center	Port Saint Lucie	✓	✓	✓	✓				
Charlotte Regional Medical Center	Punta Gorda	✓	✓	✓					
Mease Countryside Hospital	Safety Harbor	✓	✓	✓	✓				
Northside Hospital	Saint Petersburg	✓	✓	✓	✓				
St. Petersburg General Hospital	Saint Petersburg		✓	✓	✓				
Central Florida Regional Hospital	Sanford	✓	✓	✓	✓				
Doctors Hospital of Sarasota	Sarasota	✓	✓	✓	✓				
Sebastian River Medical Center	Sebastian	✓	✓	✓					
Highlands Regional Medical Center	Sebring		✓	✓					
Martin Memorial Medical Center, Inc.	Stuart	✓	✓	✓	✓				
South Bay Hospital	Sun City Center	✓	✓	✓	✓				
Capital Regional Medical Center	Tallahassee	✓	✓	✓	✓				
University Hospital, Ltd.	Tamarac	✓	✓	✓	✓				
St. Joseph's Hospital, Inc.	Tampa	✓	✓	✓	✓				
Medical Center of Trinity	Trinity	✓	✓	✓	✓				
Venice HMA, Inc.	Venice	✓	✓	✓					
Columbia Hospital	West Palm Beach	✓	✓	✓	✓				
Tenet Good Samaritan	West Palm Beach	✓	✓	✓	✓				

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Georgia									
Atlanta Medical Center	Atlanta	✓	✓	✓	✓				
Northside Hospital, Inc.	Atlanta		✓	✓	✓				
Trinity Hospital of Augusta	Augusta	✓	✓	✓	✓				
Doctors Hospital of Augusta	Augusta	✓	✓	✓	✓				
Fannin Regional Hospital, Inc.	Blue Ridge			✓	✓				
Higgins General Hospital	Bremen			✓					
Tanner Medical Center, Inc.	Carrollton	✓	✓	✓	✓				
Cartersville Medical Center	Cartersville	✓	✓	✓	✓				
Murray Medical Center	Chatsworth			✓					
Northside Hospital - Forsyth	Cumming		✓	✓	✓				
Paulding Medical Center, Inc.	Dallas			✓	✓				
Coffee Regional Medical Center	Douglas		✓	✓	✓				
Fairview Park Hospital	Dublin	✓	✓	✓	✓				
Coliseum Northside Hospital	Macon			✓	✓				
Oconee Regional Medical Center	Milledgeville		✓	✓	✓				
Clearview Regional Medical Center	Monroe	✓		✓					
Perry Hospital	Perry			✓	✓				
Redmond Park Hospital, LLC	Rome	✓	✓	✓	✓				
Emory-Adventist Hospital	Smyrna		✓	✓	✓				
Ridgeview Institute	Smyrna						✓		
East Georgia Regional Medical Center	Statesboro	✓	✓	✓					
Tanner Medical Center/Villa Rica	Villa Rica	✓		✓	✓				
Barrow Regional Medical Center	Winder			✓					
Hawaii									
Kaiser Foundation Hospital	Honolulu	✓	✓	✓	✓				
Castle Medical Center	Kailua	✓	✓	✓					
Idaho									
Boise VA Medical Center	Boise			✓					
West Valley Medical Center	Caldwell			✓	✓				
Eastern Idaho Health Services	Idaho Falls	✓	✓	✓	✓				
St. Luke's Magic Valley Medical Center	Twin Falls	✓	✓	✓	✓				
Illinois									
Saint Anthony's Health Center	Alton	✓		✓	✓				
Anna Hospital Corporation	Anna			✓					
St. Mary's Hospital	Centralia	✓		✓	✓				
The Pavilion Foundation	Champaign						✓		
Ann & Robert H. Lurie Children's Hospital of Chicago	Chicago					✓			
Hartgrove Hospital	Chicago						✓		
Jesse Brown VA Medical Center	Chicago	✓	✓	✓	✓				
Louis A. Weiss Memorial Hospital	Chicago	✓	✓	✓	✓				
Galesburg Cottage Hospital	Galesburg			✓	✓				
Granite City Illinois Hospital Company, LLC	Granite City	✓	✓	✓	✓				
Mercy Harvard Hospital	Harvard				✓				
Advocate South Suburban Hospital	Hazel Crest	✓	✓	✓	✓				
Abraham Lincoln Memorial Hospital	Lincoln			✓	✓				
Good Samaritan Regional Health Center	Mount Vernon	✓	✓	✓	✓				
Advocate Christ Medical Center	Oak Lawn	✓	✓	✓	✓				
Lincoln Prairie Behavioral Health Center	Springfield						✓		
Waukegan IL Hospital Company, LLC	Waukegan	✓	✓	✓	✓				
Indiana									
Bloomington Meadows Hospital	Bloomington						✓		
Bluffton Regional Medical Center	Bluffton			✓	✓				
St. Mary's Warrick	Boonville			✓					
Dupont Hospital, LLC	Fort Wayne			✓	✓				
Lutheran Musculoskeletal Center	Fort Wayne				✓				

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Orthopaedic Hospital at Parkview North	Fort Wayne				✓				
Valle Vista Health System	Greenwood						✓		
Dukes Memorial Hospital	Peru			✓					
Michiana Behavioral Health Center	Plymouth						✓		
Saint Joseph Regional Medical Center	Plymouth			✓	✓				
Terre Haute Regional Hospital	Terre Haute	✓	✓	✓					
Iowa									
Mercy Medical Center - Clinton	Clinton	✓		✓	✓				
Allen Memorial Hospital	Waterloo	✓	✓	✓	✓				
Kansas									
Western Plains Medical Complex	Dodge City	✓		✓	✓				
Irwin Army Community Hospital	Fort Riley				✓				
Allen County Hospital	Iola			✓					
Lawrence Memorial Hospital	Lawrence	✓		✓	✓				
Saint John Hospital	Leavenworth			✓					
Menorah Medical Center	Overland Park	✓		✓	✓				
Miami County Medical Center, Inc.	Paola				✓				
Saint Francis Health Center, Inc.	Topeka	✓	✓	✓	✓				
Kentucky									
Greenview Regional Hospital	Bowling Green	✓	✓	✓	✓				
UHS of Bowling Green, LLC	Bowling Green						✓		
Ephraim McDowell Regional Medical Center, Inc.	Danville	✓	✓	✓	✓				
St. Elizabeth Medical Center, Inc.	Florence	✓	✓	✓	✓				
Saint Elizabeth Medical Center, Inc.	Fort Thomas	✓	✓	✓	✓				
Frankfort Regional Medical Center	Frankfort			✓	✓				
Parkway Regional Hospital	Fulton			✓					
Harlan Appalachian Regional Hospital	Harlan		✓	✓	✓				
Cumberland Hall Hospital	Hopkinsville						✓		
Jackson Hospital Corporation	Jackson			✓	✓				
Twin Lakes Regional Medical Center	Leitchfield			✓	✓				
Central Baptist Hospital	Lexington	✓	✓	✓	✓				
Hospital of Louisa, Inc.	Louisa			✓	✓				
Robley Rex Medical Center	Louisville	✓	✓	✓					
KentuckyOne Health	Martin			✓					
Middlesboro Appalachian Regional Hospital	Middlesboro		✓	✓	✓				
Paul B. Hall Regional Medical Center	Paintsville			✓					
Logan Memorial Hospital	Russellville			✓					
Louisiana									
Rapides Regional Medical Center	Alexandria	✓	✓	✓	✓				
Baton Rouge General Medical Center	Baton Rouge	✓	✓	✓	✓				
Oceans Behavioral Hospital of Lafayette	Broussard						✓		
Lakeview Medical Center, LLC	Covington	✓	✓	✓	✓				
Bayne - Jones Army Community Hospital	Fort Polk				✓				✓
Leonard J. Chabert Medical Center	Houma		✓	✓	✓				
Women & Children's Hospital, LLC	Lake Charles			✓	✓				
Byrd Regional Hospital	Leesville		✓	✓	✓				
Minden Medical Center	Minden		✓	✓	✓				
Dauterive Hospital Corporation	New Iberia	✓		✓	✓				
Oceans Behavioral Hospital of Opelousas	Opelousas						✓		
Huey P. Long Medical Center	Pineville			✓	✓				
Ruston Louisiana Hospital Company, LLC	Ruston	✓	✓	✓	✓				
West Calcasieu Cameron Hospital	Sulphur	✓	✓	✓	✓				
Mercy Regional Medical Center	Ville Platte		✓	✓	✓				
Maine									
Sebastiack Valley Health	Pittsfield			✓					
Maine Medical Center	Portland	✓	✓	✓	✓				
The Aroostook Medical Center	Presque Isle	✓		✓	✓				

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Henrietta D. Goodall Hospital	Sanford	✓		✓	✓				
Maryland									
Civista Medical Center, Inc.	La Plata		✓	✓	✓				
Holy Cross Hospital of Silver Spring, Inc.	Silver Spring	✓	✓	✓	✓				
Massachusetts									
Sturdy Memorial Hospital, Inc.	Attleboro	✓	✓	✓	✓				
Faulkner Hospital, Inc.	Boston		✓	✓	✓				
Steward Saint Anne's Hospital	Fall River	✓		✓	✓				
Falmouth Hospital	Falmouth	✓		✓	✓				
Fairview Hospital	Great Barrington			✓	✓				
Cooley Dickinson Hospital	Northampton	✓	✓	✓	✓				
Wing Memorial Hospital and Medical Centers	Palmer			✓	✓				
Berkshire Medical Center	Pittsfield	✓	✓	✓	✓				
Noble Hospital	Westfield			✓	✓				
Saint Vincent Hospital	Worcester	✓	✓	✓	✓				
Michigan									
Huron Valley - Sinai Hospital	Commerce Township	✓	✓	✓					
Detroit Receiving Hospital and University Health Center	Detroit	✓	✓	✓	✓				
St. John River District Hospital	East China			✓	✓				
Spectrum Health United Memorial	Greenville			✓	✓				
Beaumont Hospital, Grosse Pointe	Grosse Pointe	✓	✓	✓	✓				
Portage Health, Inc.	Hancock			✓	✓				
Pennock Hospital	Hastings			✓	✓				
Oscar G. Johnson VA Medical Center	Iron Mountain			✓					
Aspirus Grand View	Ironwood			✓					
Aleda E. Lutz VA Medical Center	Saginaw			✓					
Tawas St. Joseph Hospital - St. Joseph Health System	Tawas City			✓	✓				
Oakwood Heritage Hospital	Taylor	✓	✓	✓	✓				
Lakeland Community Hospital, Watervliet	Watervliet			✓	✓				
Minnesota									
Cambridge Medical Center	Cambridge			✓	✓				
Fairview Southdale Hospital	Edina	✓	✓	✓	✓				
Mayo Clinic Health System in Fairmont	Fairmont			✓	✓				
Unity Hospital	Fridley	✓	✓	✓	✓				
Kanabec Hospital	Mora			✓	✓				
Mayo Clinic Health System in New Prague	New Prague			✓	✓				
Fairview Northland Health Services	Princeton			✓	✓				
Fairview Red Wing Medical Center	Red Wing			✓	✓				
Regions Hospital	Saint Paul	✓	✓	✓	✓				
Child and Adolescent Behavioral Health Services	Willmar						✓		
Fairview Lakes Medical Center	Wyoming			✓	✓				
Mississippi									
Gilmore Memorial Regional Medical Center	Amory		✓	✓					
Biloxi Regional Medical Center	Biloxi		✓	✓					
VA Gulf Coast Veterans Health Care System	Biloxi			✓					
Baptist Memorial Hospital - Booneville	Booneville			✓					
Crossgates River Oaks Hospital	Brandon			✓					
Bolivar Medical Center	Cleveland		✓	✓	✓				
Baptist Memorial Hospital - Golden Triangle	Columbus	✓	✓	✓	✓				
Garden Park Medical Center	Gulfport		✓	✓	✓				
Wesley Health System, LLC	Hattiesburg	✓	✓	✓	✓				
Central Mississippi Medical Center	Jackson	✓	✓	✓					
River Oaks Hospital	Jackson			✓					
Woman's Hospital	Jackson				✓				
Anderson Regional Medical Center South Campus	Meridian			✓					
Natchez Community Hospital	Natchez	✓	✓	✓					
Baptist Memorial Hospital - Union County	New Albany			✓					

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Baptist Memorial Hospital - DeSoto	Southaven	✓	✓	✓					
Missouri									
Research Belton Hospital	Belton			✓	✓				
St. Mary's Health Center	Jefferson City	✓	✓	✓	✓				
Twin Rivers Regional Medical Center	Kennett			✓					
SSM St. Joseph Hospital West	Lake Saint Louis	✓	✓	✓	✓				
Lee's Summit Medical Center	Lees Summit	✓	✓	✓	✓				
Lafayette Regional Health Center	Lexington			✓					
Pike County Memorial Hospital	Louisiana			✓					
St. Francis Hospital and Health Services	Maryville			✓	✓				
Moberly Hospital Company, LLC	Moberly	✓		✓	✓				
Heartland Behavioral Health Services	Nevada						✓		
Poplar Bluff Regional Medical Center, LLC	Poplar Bluff	✓	✓	✓					
SSM Health Care - St. Louis	Richmond Heights	✓	✓	✓	✓	✓			
Hawthorn Children's Psychiatric Hospital	Saint Louis						✓		
Montana									
St. Vincent Healthcare	Billings	✓	✓	✓	✓				
Bozeman Deaconess Hospital	Bozeman	✓		✓	✓				
Providence St. Joseph Medical Center	Polson				✓				
Nebraska									
Beatrice Community Hospital and Health Center, Inc.	Beatrice			✓	✓				✓
Bellevue Medical Center	Bellevue	✓		✓	✓				
Columbus Community Hospital, Inc.	Columbus			✓	✓				
Faith Regional Health Services	Norfolk	✓		✓	✓				
North Platte Nebraska Hospital Corporation	North Platte	✓		✓	✓				
Creighton University Medical Center - Saint Joseph Hospital	Omaha	✓	✓	✓	✓				
Regional West Medical Center	Scottsbluff	✓		✓					
Nevada									
Sierra Surgery Hospital	Carson City				✓				
Northeastern Nevada Regional Hospital	Elko			✓	✓				
St. Rose Dominican Hospitals - Rose de Lima Campus	Henderson	✓	✓	✓	✓				
Montevista Hospital	Las Vegas						✓		
Southern Hills Medical Center, LLC	Las Vegas	✓		✓	✓				
Spring Mountain Treatment Center	Las Vegas						✓		
Sunrise Hospital and Medical Center	Las Vegas	✓	✓	✓	✓				
Renown South Meadows Medical Center	Reno			✓	✓				
New Hampshire									
Cheshire Medical Center	Keene			✓	✓				
Catholic Medical Center	Manchester	✓	✓	✓	✓				
St. Joseph Hospital of Nashua New Hampshire	Nashua	✓	✓	✓	✓				
HCA Healthcare of NH	Portsmouth	✓	✓	✓	✓				
New Jersey									
Clara Maass Medical Center	Belleville	✓	✓	✓	✓				
Saint Clare's Health System	Denville	✓	✓	✓	✓				
Englewood Hospital and Medical Center	Englewood	✓	✓	✓	✓				
Bayshore Community Hospital	Holmdel	✓	✓	✓	✓				
Jersey City Medical Center	Jersey City	✓	✓	✓	✓				
Monmouth Medical Center	Long Branch	✓	✓	✓	✓				
Saint Peter's Healthcare System	New Brunswick	✓	✓	✓	✓				
Newark Beth Israel Medical Center	Newark	✓	✓	✓	✓				
Capital Health Medical Center - Hopewell	Pennington	✓	✓		✓			✓	
Warren Hospital	Phillipsburg	✓	✓	✓	✓				
Princeton HealthCare System	Princeton	✓	✓	✓	✓				
Saint Clare's Hospital Sussex	Sussex			✓					
Holy Name Medical Center	Teaneck	✓	✓	✓	✓				
Kennedy University Hospital	Voorhees	✓	✓	✓	✓				

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New Mexico									
Lovelace Women's Hospital	Albuquerque			✓	✓				
Carlsbad Medical Center	Carlsbad		✓	✓	✓				
Plains Regional Medical Center	Clovis			✓	✓				
Lincoln County Medical Center	Ruidoso				✓				
Socorro General Hospital	Socorro			✓					
New York									
Samuel S. Stratton VA Medical Center	Albany		✓	✓	✓				
Southside Hospital	Bay Shore	✓	✓	✓	✓				
Kingsbrook Jewish Medical Center	Brooklyn	✓	✓	✓	✓				
New York Community Hospital	Brooklyn	✓	✓	✓	✓				
Community Memorial Hospital	Hamilton			✓	✓				
Benedictine Hospital	Kingston				✓				
Central New York Psychiatric Center	Marcy						✓		
VA Hudson Valley Health Care System	Montrose			✓					
Northern Westchester Hospital	Mount Kisco	✓	✓	✓	✓				
New York Society for the Relief of the Ruptured & Crippled	New York				✓				
Nyack Hospital	Nyack	✓	✓	✓	✓				
St. Charles Hospital	Port Jefferson			✓	✓			✓	
Northern Dutchess Hospital	Rhinebeck			✓	✓				
Staten Island University Hospital	Staten Island	✓	✓	✓	✓				
Good Samaritan Hospital Medical Center	West Islip	✓	✓	✓	✓				
Keller Army Community Hospital	West Point								✓
North Carolina									
Transylvania Regional Hospital	Brevard			✓	✓				
Carolinas Medical Center -									
Mercy & Carolinas Medical Center - Pineville	Charlotte	✓	✓	✓	✓				
Durham Regional Hospital	Durham	✓	✓	✓	✓				
Duke University Hospital	Durham	✓	✓	✓	✓				
Vidant Duplin Hospital	Kenansville		✓	✓	✓				
Carolinas Medical Center - Union	Monroe	✓	✓	✓	✓				
Lake Norman Regional Medical Center	Mooreville	✓	✓	✓					
Wilkes Regional Medical Center	North Wilkesboro		✓	✓	✓				
Granville Health System	Oxford		✓	✓	✓				
Duke Raleigh Hospital	Raleigh	✓	✓	✓	✓				
Rex Healthcare	Raleigh	✓	✓	✓	✓				
Rutherford Hospital, Inc.	Rutherfordton	✓	✓	✓	✓				
Davis Regional Medical Center	Statesville			✓					
Iredell Memorial Hospital, Inc.	Statesville	✓	✓	✓	✓				
Valdese General Hospital, Inc.	Valdese			✓	✓				
Anson Community Hospital	Wadesboro			✓					
Medical Park Hospital	Winston Salem				✓				
Old Vineyard Behavioral Health Services	Winston Salem						✓		
Ohio									
Mercy Hospital Anderson	Cincinnati	✓	✓	✓	✓				
Berger Hospital	Circleville			✓	✓				
Doctors Hospital	Columbus	✓	✓	✓	✓				
Grant Medical Center	Columbus	✓	✓	✓					
Mercy Hospital of Defiance, LLC	Defiance			✓	✓				
Grady Memorial Hospital	Delaware			✓	✓				
Mercy Hospital Fairfield	Fairfield	✓	✓	✓	✓				
Marymount Hospital	Garfield Heights	✓	✓	✓	✓				
University Hospitals Geneva Medical Center	Geneva			✓	✓				
Mercy Regional Medical Center	Lorain	✓	✓	✓	✓				

The Top Performers on Key Quality Measures™ for 2011

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Hospitals by State	City	Heart Attack	Heart Failure	Pneumonia	Surgical Care	Children's Asthma	Hosp-Based Inpt Psych	Stroke	VTE
Arrowhead Behavioral Health	Maumee						✓		
Joel Pomerene Memorial Hospital	Millersburg			✓	✓				
Mount Carmel New Albany Surgical Hospital	New Albany				✓				
Allen Medical Center	Oberlin			✓	✓				
Southern Ohio Medical Center	Portsmouth	✓	✓	✓	✓				
Mercy Hospital of Tiffin, Inc.	Tiffin			✓	✓				
Mercy St. Vincent Medical Center	Toledo	✓	✓	✓	✓				
Wadsworth - Rittman Area Hospital Association	Wadsworth			✓	✓				
Windsor Laurelwood Center for Behavioral Medicine	Willoughby						✓		
The Surgical Hospital at Southwoods	Youngstown				✓				
Oklahoma									
INTEGRIS Blackwell Regional Hospital	Blackwell			✓					
INTEGRIS Bass Baptist Health Center	Enid	✓		✓	✓				
St. Mary's Regional Medical Center	Enid	✓	✓	✓	✓				
Midwest Regional Medical Center, LLC	Midwest City	✓	✓	✓					
Ponca City Medical Center	Ponca City			✓	✓				
INTEGRIS Mayes County Medical Center	Pryor			✓	✓				
SouthCrest Hospital	Tulsa	✓	✓	✓	✓				
Tulsa Spine and Specialty Hospital	Tulsa				✓				
Universal Health Services, Inc.	Tulsa						✓		
Woodward Regional Hospital	Woodward			✓	✓				
Oregon									
Peace Harbor Hospital	Florence			✓	✓				
Willamette Valley Medical Center	McMinnville		✓	✓	✓				
Portland VA Medical Center	Portland	✓	✓	✓	✓				
McKenzie - Willamette Regional Medical Center Associates, LLC	Springfield	✓	✓	✓	✓				
Tillamook County General Hospital	Tillamook			✓	✓				
Pennsylvania									
CH Hospital of Allentown, LLC	Allentown				✓				
Coordinated Health Orthopedic Hospital	Bethlehem				✓				
Holy Spirit Hospital	Camp Hill	✓	✓	✓	✓				
St. Luke's Hospital - Miners Campus	Coaldale			✓	✓				
Charles Cole Memorial Hospital	Coudersport			✓	✓				
Delaware County Memorial Hospital	Drexel Hill	✓	✓	✓	✓				
Erie VA Medical Center	Erie			✓	✓				
UPMC Horizon	Greenville	✓	✓	✓	✓				
First Hospital Wyoming Valley	Kingston						✓		
Lancaster Regional Medical Center	Lancaster	✓		✓					
St. Mary Medical Center	Langhorne	✓	✓	✓	✓				
Latrobe Hospital	Latrobe		✓	✓	✓				
Heart of Lancaster Regional Medical Center	Lititz			✓	✓				
UPMC McKeesport	McKeesport	✓	✓	✓	✓				
Riddle Memorial Hospital	Media	✓	✓	✓	✓				
Paoli Hospital	Paoli	✓	✓	✓	✓				
Chestnut Hill Hospital	Philadelphia	✓	✓	✓	✓				
Friends Behavioral Health System, LP	Philadelphia						✓		
St. Christopher's Hospital for Children	Philadelphia					✓			
Nason Hospital	Roaring Spring			✓	✓				
Grand View Hospital	Sellersville	✓	✓	✓	✓				
UPMC Northwest	Seneca			✓	✓				
Waynesboro Hospital	Waynesboro	✓		✓	✓				
Puerto Rico									
First Hospital Panamericano	Cidra						✓		

The Top Performers on Key Quality Measures™ for 2011

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Hospitals by State	City	Heart Attack	Heart Failure	Pneumonia	Surgical Care	Children's Asthma	Hosp-Based Inpt Psych	Stroke	VTE
Rhode Island									
Emma Pendleton Bradley Hospital	Riverside						✓		
South Carolina									
Marlboro Park Hospital	Bennettsville			✓					
Bon Secours St. Francis Xavier Hospital, Inc.	Charleston		✓	✓					
Palmetto Lowcountry Behavioral Health, LLC	Charleston						✓		
Trident Health System	Charleston	✓	✓	✓					
William Jennings Bryan Dorn VA Medical Center	Columbia		✓	✓	✓				
Baptist Easley Hospital	Easley	✓	✓	✓	✓				
Greenville Hospital System University Medical Center	Greenville	✓	✓	✓					
Patewood Memorial Hospital	Greenville				✓				
Carolina Pines Regional Medical Center	Hartsville		✓	✓					
Springs Memorial Hospital	Lancaster	✓	✓	✓	✓				
Grand Strand Regional Medical Center, LLC	Myrtle Beach	✓	✓	✓	✓				
Piedmont Medical Center	Rock Hill	✓	✓	✓	✓				
Hillcrest Memorial Hospital	Simpsonville			✓					
Colleton Medical Center	Walterboro		✓	✓	✓				
Tennessee									
Bolivar General Hospital	Bolivar			✓					
Riverview Regional Medical Center North	Carthage			✓					
Horizon Medical Center	Dickson	✓	✓	✓	✓				
Dyersburg Hospital Corporation	Dyersburg	✓	✓	✓	✓				
Rolling Hills Hospital, LLC	Franklin						✓		
Hendersonville Hospital Corporation	Hendersonville	✓	✓	✓	✓				
Baptist Memorial Hospital Huntingdon	Huntingdon			✓	✓				
Jackson, Tennessee Hospital Company, LLC	Jackson	✓	✓	✓	✓				
Jamestown Regional Medical Center	Jamestown			✓					
Tennova Healthcare - Jefferson Memorial Hospital	Jefferson City		✓	✓					
Fort Sanders Regional Medical Center	Knoxville	✓	✓	✓	✓				
Fort Loudoun Medical Center	Lenoir City			✓	✓				
Henderson County Community Hospital	Lexington			✓					
Martin Hospital Corporation	Martin			✓	✓				
McKenzie Tennessee Hospital Company, LLC	Mc Kenzie			✓	✓				
Baptist Memorial Hospital	Memphis	✓	✓	✓					
Memphis VA Medical Center	Memphis	✓	✓	✓					
Morristown - Hamblen Hospital Association	Morristown	✓	✓	✓	✓				
Centennial Medical Center	Nashville	✓	✓	✓	✓				
Skyline Medical Center	Nashville	✓	✓	✓	✓				
Tennova Newport Medical Center	Newport			✓					
Henry County Medical Center	Paris			✓	✓				
Decatur County General Hospital	Parsons			✓					
McNairy Regional Hospital	Selmer			✓					
Heritage Medical Center	Shelbyville		✓	✓	✓				
StoneCrest Medical Center	Smyrna	✓		✓	✓				
NorthCrest Medical Center	Springfield	✓	✓	✓	✓				
Harton Regional Medical Center	Tullahoma	✓	✓	✓					
Baptist Memorial Hospital - Union City	Union City			✓					
Texas									
Texas Health Presbyterian Hospital Allen	Allen			✓	✓				
Baylor Orthopedic and Spine Hospital at Arlington	Arlington				✓				
Medical Center of Arlington	Arlington	✓	✓	✓	✓				
Dell Children's Medical Center of Central Texas	Austin					✓			
Seton Southwest Hospital	Austin				✓				
St. David's North Austin Medical Center	Austin	✓	✓	✓	✓				
St. David's South Austin Medical Center	Austin	✓	✓	✓	✓				
Texas Health Harris Methodist Hospital Azle	Azle		✓	✓	✓				

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Hospitals by State	City	Heart Attack	Heart Failure	Pneumonia	Surgical Care	Children's Asthma	Hosp-Based Inpt Psych	Stroke	VTE
Texas Health Harris Methodist Hospital HEB	Bedford	✓	✓	✓	✓		✓	✓	
Houston Orthopedic & Spine Hospital	Bellaire				✓				
Scott & White Hospital Brenham	Brenham			✓	✓				
Valley Regional Medical Center	Brownsville	✓	✓	✓	✓				
Baylor Medical Center at Carrollton	Carrollton	✓		✓	✓				
Cleveland Regional Medical Center	Cleveland		✓	✓	✓				
Aspire Behavioral Health of Conroe, LLC	Conroe						✓		
Conroe Regional Medical Center	Conroe	✓	✓	✓	✓				
Baylor Heart and Vascular Center, LLP	Dallas	✓	✓		✓				
Medical City Dallas Hospital	Dallas	✓	✓	✓		✓			
Methodist Dallas Medical Center	Dallas	✓	✓	✓				✓	
MSH Partners, LLC	Dallas				✓				
North Central Surgical Center	Dallas				✓				
UT Southwestern Zale Lipshy Hospital	Dallas				✓				
Texoma Medical Center	Denison	✓	✓	✓	✓				
Memorial Hospital	Dumas				✓				
South Texas Health System	Edinburg	✓	✓	✓	✓				
East El Paso Physicians Medical Center, LLC	El Paso	✓		✓	✓				
Las Palmas Del Sol Healthcare	El Paso	✓	✓	✓	✓				
PRHC - Ennis, LP	Ennis			✓	✓				
Baylor Surgical Hospital at Fort Worth	Fort Worth				✓				
Plaza Medical Center of Fort Worth	Fort Worth	✓	✓	✓	✓				
Centennial Medical Center	Frisco	✓		✓	✓				
Frisco Medical Center, LLP	Frisco				✓				
Baylor Regional Medical Center at Grapevine	Grapevine	✓	✓	✓	✓				
Glen Oaks Hospital	Greenville						✓		
CHRISTUS St. John Hospital	Houston	✓	✓	✓	✓				
Methodist Willowbrook Hospital	Houston	✓	✓	✓	✓				
Texas Orthopedic Hospital, Ltd.	Houston				✓				
The Woman's Hospital of Texas	Houston				✓				
TOPS Surgical Specialty Hospital	Houston				✓				
West Houston Medical Center	Houston	✓	✓	✓	✓				
Huntsville Memorial Hospital	Huntsville			✓	✓				
Las Colinas Medical Center	Irving	✓		✓	✓				
Mother Frances Hospital - Jacksonville	Jacksonville			✓	✓				
South Texas Regional Medical Center	Jourdanton			✓					
Memorial Hermann Katy Hospital	Katy	✓	✓	✓	✓				
Kingwood Medical Center	Kingwood	✓	✓	✓	✓				
Memorial Hermann Specialty Hospital Kingwood, LLC	Kingwood				✓				
Medical Center of Lewisville	Lewisville	✓		✓	✓				
Woodland Heights Medical Center	Lufkin	✓	✓	✓	✓				
Methodist Mansfield Medical Center	Mansfield	✓	✓	✓				✓	
Medical Center of McKinney	McKinney	✓	✓	✓	✓				
Dallas Regional Medical Center	Mesquite	✓	✓	✓					
BCA of Texas, LLC	Midland						✓		
Baylor Regional Medical Center at Plano	Plano		✓	✓	✓				
THE HEART HOSPITAL Baylor Plano	Plano	✓	✓		✓				
Scott & White Hospital - Round Rock	Round Rock	✓	✓	✓	✓				
St. David's Round Rock Medical Center	Round Rock	✓	✓	✓	✓				
Lake Pointe Medical Center	Rowlett	✓	✓	✓	✓				
Methodist Ambulatory Surgery Hospital - Northwest	San Antonio				✓				✓
Methodist Healthcare System of San Antonio, Ltd., LLP	San Antonio	✓		✓	✓				
Nix Health Care System	San Antonio				✓				
Texas Laurel Ridge Hospital, LP	San Antonio						✓		
Memorial Hermann Sugar Land Hospital	Sugar Land			✓	✓				
Rolling Plains Memorial Hospital	Sweetwater			✓					

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Hospitals by State	City	Heart Attack	Heart Failure	Pneumonia	Surgical Care	Children's Asthma	Hosp-Based Inpt Psych	Stroke	VTE
Trophy Club Medical Center	Trophy Club				✓				
DeTar Healthcare System	Victoria	✓	✓	✓	✓				
Baylor Medical Center at Waxahachie	Waxahachie		✓	✓	✓				
Weatherford Regional Medical Center	Weatherford			✓	✓				
Clear Lake Regional Medical Center	Webster	✓	✓	✓	✓				
Utah									
Brigham City Community Hospital	Brigham City				✓				
Ogden Regional Medical Center	Ogden	✓		✓	✓				
Timpanogos Regional Hospital	Orem	✓		✓	✓				
Intermountain Park City Medical Center	Park City				✓				
Mountain View Hospital	Payson	✓		✓	✓				
Mountain West Medical Center	Tooele			✓	✓				
Vermont									
Central Vermont Medical Center	Berlin			✓	✓				
Northwestern Medical Center, Inc.	Saint Albans			✓					
VA Medical Center	White River Junction			✓	✓				
Virginia									
Buchanan General Hospital	Grundy			✓					
Sentara CarePlex Hospital	Hampton	✓	✓	✓	✓			✓	
John Randolph Medical Center	Hopewell	✓	✓	✓	✓				
LewisGale Hospital Alleghany	Low Moor			✓	✓				
Riverside Regional Medical Center	Newport News	✓	✓	✓	✓				
Poplar Springs Hospital	Petersburg						✓		
Maryview Hospital	Portsmouth	✓	✓	✓	✓				
Lewis Gale Hospital Pulaski	Pulaski		✓	✓	✓				
Reston Hospital Center, LLC	Reston	✓		✓	✓				
Community Memorial Healthcenter	South Hill			✓				✓	
Wythe County Community Hospital, LLC	Wytheville			✓	✓				
Washington									
Overlake Health Care Association	Bellevue	✓	✓	✓	✓				
Providence Centralia Hospital	Centralia		✓	✓	✓				
VA Medical Center	Spokane			✓					
Spokane Valley Washington Hospital Company, LLC	Spokane Valley			✓	✓				
Toppenish Community Hospital	Toppenish			✓					
Central Washington Health Services Association	Wenatchee	✓	✓	✓	✓				
West Virginia									
Fairmont General Hospital, Inc.	Fairmont	✓	✓	✓	✓				
Cabell Huntington Hospital, Inc.	Huntington	✓	✓	✓	✓				
VA Medical Center	Huntington		✓	✓	✓				
Jackson General Hospital	Ripley			✓	✓				
Stonewall Jackson Memorial Hospital	Weston			✓	✓				
Wisconsin									
St. Clare Hospital	Baraboo			✓	✓				
Black River Memorial Hospital, Inc.	Black River Falls			✓					
Aurora Health Care Southern Lakes, Inc.	Burlington			✓	✓				
Aurora Health Care Southern Lakes, Inc.	Elkhorn			✓	✓				
Aurora BayCare Medical Center	Green Bay	✓	✓	✓	✓				
Aurora Medical Center of Washington County	Hartford			✓	✓				
Good Samaritan Health Center of Merrill, Wisconsin, Inc.	Merrill				✓				
Aurora Medical Center of Oshkosh	Oshkosh	✓		✓	✓				
Mercy Medical Center	Oshkosh	✓		✓	✓				
Wheaton Franciscan Healthcare - All Saints, Inc.	Racine	✓	✓	✓	✓				
Aurora Health Care Central, Inc.	Sheboygan	✓		✓	✓				
Aurora Health Care North, Inc.	Two Rivers			✓	✓				
Wyoming									
Evanston Regional Hospital	Evanston				✓				

Accountability Measures Summary

Accountability measures reflect performance on evidence-based care processes closely linked to positive patient outcomes. These measures are most suitable for use in programs that hold providers accountable for their performance to external oversight entities and to the public.

Composite measures combine the results of related measures into a single percentage rating calculated by adding up the number of times recommended evidence-based care was provided to patients (measure numerator) and dividing this sum by the total number of opportunities to provide this care (measure denominator).

Composite for accountability measures: The 2011 overall accountability composite calculation is derived from 43 of the 45 accountability measures from seven measure sets (heart attack care, pneumonia care, surgical care, children’s asthma care, inpatient psychiatric services, venous thromboembolism care, and stroke care) and the one heart failure accountability measure. However, there is no accountability composite for heart failure care because a measure set composite must have at least two measures. In addition, two measures from the inpatient psychiatric services set are not included in the composite because they are reported as a ratio measure. Only proportion process measures are included in the composite. For more information, see “Note on Calculations and Methodology” on page 37.

The overall 2011 composite calculation corresponds to the fourth quarter 2011 data on the ORYX Performance Measure Report (PMR).

See Glossary for definitions.

Table 1: Composite results for accountability measures

Accountability composite measure sets	2007	2008	2009	2010	2011
Heart attack care composite	95.7%	96.8%	97.7%	98.4%	98.5%
Pneumonia care composite	90.3%	89.8%	92.9%	95.2%	96.2%
Surgical care composite	88.9%	93.5%	95.8%	96.4%	97.6%
Children’s asthma care composite	70.7%	79.8%	88.1%	92.4%	94.7%
Inpatient psychiatric services composite	N/A	N/A	80.5%	88.1%	87.3%
Venous thromboembolism (VTE) care composite	N/A	N/A	N/A	82.7%	89.9%
Stroke care composite	N/A	N/A	N/A	92.7%	94.9%
Overall	90.0%	93.1%	95.4%	95.6%	96.6%

Accountability Measures Summary (Cont'd)

Table 2: Percentage of hospitals achieving composite rates greater than 90 percent for accountability measures

Accountability composite measure sets	2007	2008	2009	2010	2011
Heart attack care composite	85.0%	91.1%	94.5%	96.0%	98.7%
Pneumonia care composite	57.0%	55.8%	75.5%	88.5%	93.4%
Surgical care composite	42.1%	74.4%	89.5%	92.6%	97.7%
Children's asthma care composite	2.6%	21.3%	50.8%	73.7%	82.6%
Inpatient psychiatric services composite	N/A	N/A	34.0%	50.5%	49.3%
Venous thromboembolism (VTE) care composite	N/A	N/A	N/A	23.6%	60.6%
Stroke care composite	N/A	N/A	N/A	66.0%	87.7%
Overall	60.0%	70.8%	85.9%	91.7%*	88.8%

*The overall composite rate results for 2010 only include the 23 accountability measures active as of January 1, 2010.

National Performance Summary

Results are determined by the number of times the hospital met the measure (such as giving aspirin at arrival for heart attack patients) divided by the number of opportunities (eligible patients for the measure) the hospital had during the year. Results are expressed as a percentage.

All improvements or decreases in performance are statistically significant. Many of the smaller percentage improvements occurred within large patient populations, meaning that significantly more patients received a treatment. In some cases, performance was already quite high and there was less room for improvement.

Composite measures combine the results of all individual process measures on a similar medical condition into a single percentage rating calculated by adding up the number of times recommended evidence-based care was provided to patients and dividing this sum by the total number of opportunities to provide this care.

Composite for all measures: The composite for all measures calculation is derived from the accountability measures for each measure set. These composite results have historically been provided in previous annual reports, allowing them to be tracked from year-to-year.

See Glossary for definitions.

Table 3: Heart attack care measure results

Performance measure	2007	2008	2009	2010	2011	Improvement since inception (percentage points)
<i>Heart attack care composite</i>	95.7%	96.8%	97.7%	98.4%	98.5%	9.9%
Aspirin at arrival	97.4%	97.9%	98.4%	98.9%	99.2%	6.2%
Aspirin at discharge	97.2%	97.7%	98.4%	98.8%	99.1%	7.1%
ACEI or ARB at discharge	91.6%	93.9%	95.5%	96.6%	97.5%	21.7%
Beta-blocker at discharge	97.3%	97.8%	98.3%	98.6%	99.0%	11.6%
Fibrinolytic therapy within 30 minutes	51.4%	52.4%	55.2%	60.5%	60.2%	21.5%
PCI therapy within 90 minutes	72.3%	81.6%	87.4%	91.2%	93.7%	25.4%
Statin prescribed at discharge	N/A	N/A	N/A	N/A	97.5%	N/A

National Performance Summary (Cont'd)

Table 4: Heart failure care measure results

Performance measure	2007	2008	2009	2010	2011	Improvement since inception (percentage points)
<i>Heart failure care</i>						
ACEI or ARB at discharge	90.1%	92.7%	94.3%	95.5%	96.6%	22.4%

Table 5: Pneumonia care measure results

In the following table, the two measures on antibiotics to ICU patients and antibiotics to non-ICU patients are one measure for the Centers for Medicare & Medicaid Services, although they are separated for reporting to The Joint Commission.

Performance measure	2007	2008	2009	2010	2011	Improvement since inception (percentage points)
<i>Pneumonia care composite</i>	90.3%	89.8%	92.9%	95.2%	96.2%	23.8%
Pneumococcal vaccination †	84.0%	89.0%	92.8%	94.8%	96.3%	66.1%
Blood cultures in ICU	92.8%	93.9%	95.5%	96.9%	97.7%	7.3%
Blood cultures in ED	91.1%	93.2%	95.0%	96.4%	97.1%	7.0%
Antibiotics to ICU patients	63.9%	60.3%	67.5%	77.2%	89.2%	39.0%
Antibiotics to non-ICU patients	91.9%	93.0%	94.5%	95.2%	96.1%	12.2%
Influenza vaccination*†	79.5%	85.7%	88.9%	92.9%	94.8%	15.3%

*Influenza vaccination based on flu season rather than calendar year

†Retired as of December 31, 2011; replaced with a new immunization measure set that is being evaluated against the accountability criteria.

National Performance Summary (Cont'd)

Table 6: Surgical care measure results

The overall measure and rates are indicated in **bold**; the stratified measures (by specific surgical procedures) are indicated in regular type. The first three measures listed (antibiotics within one hour before the first surgical cut, appropriate prophylactic antibiotics, and stopping antibiotics within 24 hours) report rates on seven specific surgical procedures, as well as the overall measure rate.

Performance measure	2007	2008	2009	2010	2011	Improvement since inception (percentage points)
<i>Surgical care composite</i>	88.9%	93.5%	95.8%	96.4%	97.6%	15.5%
Antibiotics within one hour before the first surgical cut	89.5%	93.5%	96.2%	97.4%	98.2%	16.4%
For CABG surgery	89.5%	94.0%	96.8%	97.8%	98.4%	13.2%
For cardiac surgery (other than CABG)	89.0%	93.7%	96.6%	97.6%	98.4%	14.6%
For colon surgery	82.4%	87.6%	91.8%	94.7%	96.5%	24.3%
For hip joint replacement surgery	89.4%	93.4%	96.3%	97.5%	98.2%	16.9%
For hysterectomy surgery	89.8%	93.7%	96.4%	97.5%	98.3%	15.9%
For knee joint replacement surgery	92.5%	95.3%	97.2%	98.0%	98.6%	13.5%
For vascular surgery	85.3%	90.6%	94.6%	96.0%	96.9%	21.8%
Appropriate prophylactic antibiotics	94.9%	96.8%	97.7%	97.8%	98.5%	3.5%
For CABG surgery	97.8%	98.7%	99.5%	99.6%	99.7%	1.9%
For cardiac surgery (other than CABG)	96.2%	99.1%	99.7%	99.8%	99.8%	3.6%
For colon surgery	75.7%	84.3%	87.8%	91.4%	93.2%	17.5%
For hip joint replacement surgery	98.0%	98.7%	99.2%	99.5%	99.6%	1.6%
For hysterectomy surgery	93.7%	96.1%	96.3%	94.5%	96.3%	2.7%
For knee joint replacement surgery	98.2%	98.8%	99.3%	99.5%	99.7%	1.5%
For vascular surgery	95.3%	96.6%	97.8%	98.2%	98.6%	3.3%
Stopping antibiotics within 24 hours	85.6%	90.5%	93.5%	95.7%	97.0%	23.5%
For CABG surgery	89.7%	93.6%	95.5%	97.1%	97.9%	28.2%
For cardiac surgery (other than CABG)	89.7%	92.6%	94.8%	96.5%	97.6%	34.9%
For colon surgery	74.8%	80.4%	84.9%	90.8%	93.6%	32.1%
For hip joint replacement surgery	84.0%	89.8%	93.6%	95.9%	97.2%	28.0%
For hysterectomy surgery	90.2%	92.8%	94.8%	96.3%	97.2%	9.3%
For knee joint replacement surgery	85.4%	91.3%	94.7%	96.7%	97.7%	28.2%
For vascular surgery	77.0%	83.0%	88.2%	91.9%	93.8%	28.8%
Cardiac patients with 9 a.m. postoperative blood glucose	N/A	89.9%	92.7%	94.1%	95.3%	5.4%
Patients with appropriate hair removal	N/A	97.4%	99.2%	99.7%	99.8%	2.4%
Beta-blocker patients who received beta-blocker perioperatively	N/A	92.0%	91.5%	94.4%	96.4%	4.3%
Prescribing VTE medicine/treatment	87.2%	92.1%	93.7%	95.2%	97.8%	10.6%
Receiving VTE medicine/treatment	83.2%	89.6%	91.9%	93.7%	96.9%	13.7%
Urinary catheter removed	N/A	N/A	N/A	91.3%	94.1%	2.8%

National Performance Summary (Cont'd)

Table 7: Children's asthma care measure results

The overall measure and rates are indicated in **bold**; the stratified measures (by specific age ranges of patients) are indicated in regular type.

Performance measure	2008	2009	2010	2011	Improvement since inception (percentage points)
<i>Children's asthma care composite</i>	<i>79.8%</i>	<i>88.1%</i>	<i>92.4%</i>	<i>94.7%</i>	<i>14.9%</i>
Relievers for inpatient asthma	99.8%	99.9%	100.0%	99.9%	0.2%
For age 2-4 years	99.8%	99.9%	100.0%	99.9%	0.1%
For age 5-12 years	99.8%	99.9%	100.0%	100.0%	0.2%
For age 13-17 years	99.8%	99.9%	99.9%	100.0%	0.2%
Systemic corticosteroids for inpatient asthma	99.1%	99.5%	99.6%	99.6%	0.6%
For age 2-4 years	98.8%	99.4%	99.6%	99.5%	0.7%
For age 5-12 years	99.3%	99.5%	99.7%	99.7%	0.4%
For age 13-17 years	99.0%	99.5%	99.4%	99.7%	0.7%
Home management plan of care	40.6%	64.9%	77.1%	84.3%	43.7%

National Performance Summary (Cont'd)

Table 8: Inpatient psychiatric services measure results

As in the other measure sets, high rates are preferred in this measure set for three of the measures. However, a lower score reflects better performance on the multiple antipsychotic medications measure, as well as on the two “ratio measures” included in Table 9. The overall measure and rates are indicated in **bold**; the stratified measures (by specific age ranges of patients) are indicated in regular type.

Performance measure	2009	2010	2011	Improvement since inception (percentage points)
<i>Inpatient psychiatric services composite</i>	80.5%	88.1%	87.3%	6.8%
Admission screening	88.4%	92.0%	93.5%	5.1%
For age 1-12 years	90.4%	93.7%	96.9%	6.5%
For age 13-17 years	91.2%	94.3%	96.4%	5.3%
For age 18-64 years	87.2%	90.8%	92.0%	4.7%
For age 65 and above	87.4%	92.7%	94.1%	6.7%
Multiple antipsychotic medications*	11.8%	11.2%	11.6%	-0.2%
For age 1-12 years	5.1%	4.4%	3.3%	-1.7%
For age 13-17 years	5.9%	5.7%	4.6%	-1.3%
For age 18-64 years	14.8%	14.2%	14.5%	-0.4%
For age 65 and above	9.4%	8.7%	9.8%	0.4%
Justification for multiple antipsychotic medications	28.3%	39.5%	38.8%	10.4%
For age 1-12 years	30.8%	37.1%	49.1%	18.3%
For age 13-17 years	29.4%	33.9%	43.8%	14.4%
For age 18-64 years	28.4%	40.5%	38.5%	10.1%
For age 65 and above	25.6%	37.5%	35.8%	10.2%
Continuing care plan created	85.7%	90.8%	92.2%	6.5%
For age 1-12 years	87.1%	91.4%	92.3%	5.2%
For age 13-17 years	86.1%	91.5%	93.3%	7.2%
For age 18-64 years	85.9%	91.0%	92.2%	6.2%
For age 65 and above	82.4%	87.3%	90.1%	7.7%
Continuing care plan transmitted	74.1%	82.8%	83.5%	9.4%
For age 1-12 years	76.2%	83.7%	82.9%	6.7%
For age 13-17 years	73.0%	82.8%	83.0%	10.0%
For age 18-64 years	74.4%	83.0%	83.8%	9.4%
For age 65 and above	72.2%	80.6%	82.8%	10.7%

* For this measure, where a decrease in the rate is desired, the accountability composite includes the number of the denominator cases minus the number of the numerator cases. This converts the rate so that it can be used in the composite with the majority of accountability measures (those where an increase in the rate is desired).

■ Test measure; not included in the composite.

National Performance Summary (Cont'd)

Table 9: Inpatient psychiatric services ratio measure results

The following table includes a different kind of measure type – a “ratio measure.” A ratio tells how one number is related to another. For example, one can count a group of people and then refer to the ratio of men to women. This table contains two ratio measures: physical restraint hours per 1,000 patient hours and seclusion hours per 1,000 patient hours. In addition, these two measures are stratified by age groups 1-12 years, 13-17 years, 18-64 years, and age 65 and above. Lower ratios reflect better performance.

For the overall measures (in **bold**), the number of hospitals reporting these data ranged from 476-481. For the stratified measures (by specific age ranges of patients in regular type), the number of hospitals reporting these data ranged from 231-453.

Performance measure	2009			2010		
	Median	Maximum	Percent of hospitals with 0 hours	Median	Maximum	Percent of hospitals with 0 hours
<i>Inpatient psychiatric services – ratio measures</i>						
Physical restraint (minutes per 1,000 patient hours)*	0.11	10.27	8.6%	0.09	5.29	5.8%
For age 1-12 years	0.14	7.02	13.2%	0.18	5.19	8.2%
For age 13-17 years	0.16	7.08	9.3%	0.14	3.30	5.9%
For age 18-64 years	0.07	10.27	10.6%	0.06	3.85	7.6%
For age 65 and above	0.00	22.93	51.0%	0.00	23.14	49.3%
Seclusion (minutes per 1,000 patient hours)*	0.07	2.87	16.7%	0.06	10.06	16.8%
For age 1-12 years	0.21	6.50	17.9%	0.18	3.98	16.7%
For age 13-17 years	0.07	8.29	24.2%	0.08	7.65	20.3%
For age 18-64 years	0.04	2.26	22.6%	0.04	10.83	22.1%
For age 65 and above	0.00	3.23	73.2%	0.00	9.75	76.0%

Performance measure	2011		
	Median	Maximum	Percent of hospitals with 0 hours
<i>Inpatient psychiatric services – ratio measures</i>			
Physical restraint (minutes per 1,000 patient hours)*	0.09	4.46	7.4%
For age 1-12 years	0.17	5.72	8.4%
For age 13-17 years	0.12	16.58	7.5%
For age 18-64 years	0.06	4.84	9.6%
For age 65 and above	0.00	8.50	44.8%
Seclusion (minutes per 1,000 patient hours)*	0.06	9.55	16.8%
For age 1-12 years	0.22	5.97	22.1%
For age 13-17 years	0.08	4.43	22.5%
For age 18-64 years	0.04	9.72	20.3%
For age 65 and above	0.00	3.45	71.5%

* A lower ratio is preferred for this measure; therefore, it is not included in the composite results.

National Performance Summary (Cont'd)

Table 10: Venous thromboembolism (VTE) care measure results

Performance measure	2010	2011	Improvement since inception (percentage points)
<i>Venous thromboembolism (VTE) care composite</i>	82.7%	89.9%	7.2%
VTE medicine/treatment	84.5%	89.7%	5.2%
VTE medicine/treatment in ICU	89.5%	94.5%	4.9%
VTE patients with overlap therapy	80.7%	96.3%	15.6%
VTE patients with UFH monitoring	88.8%	97.4%	8.7%
VTE warfarin discharge instructions	53.7%	73.6%	19.9%
Incidence of potentially preventable VTE*	13.3%	7.6%	-5.7%

* This measure is not included in the composite. Only proportion process measures are included in the composite.

■ Test measure

Table 11: Stroke care measure results

Performance measure	2010	2011	Improvement since inception (percentage points)
<i>Stroke care composite</i>	92.7%	94.9%	2.2%
VTE medicine/treatment	88.1%	92.4%	4.3%
Discharged on antithrombotic therapy	98.7%	99.0%	0.4%
Anticoagulation therapy for atrial fibrillation/flutter	94.2%	94.9%	0.6%
Thrombolytic therapy	61.0%	68.3%	7.3%
Antithrombotic therapy by end of hospital day two	97.3%	97.8%	0.5%
Discharged on statin medication	92.8%	94.1%	1.3%
Stroke education	82.1%	88.2%	6.1%
Assessed for rehabilitation	97.0%	97.6%	0.6%

Table 12: Perinatal care test measure results

The following table shows the results for a set of test measures for perinatal care. These measures are still being evaluated against the accountability criteria. The measures on Cesarean section and newborn bloodstream infections are outcomes measures as well as test measures, and they are not included in the composite.

Performance measure	2011
<i>Perinatal care composite</i>	53.2%
Elective delivery	13.6%
Cesarean section*	26.3%
Antenatal steroids	73.6%
Newborn bloodstream infections*	0.9%
Exclusive breast milk feeding	46.2%

* This measure is not included in the composite. Only proportion process measures are included in the composite.

■ Test measure

National Performance Summary (Cont'd)

Table 13: Percentage of hospitals achieving 90 percent or greater performance

The following table shows the percentage of hospitals achieving rates of 90 percent or greater on a measure. The last column is reported as percentage points – the difference on a percentage scale between two rates, in this case 2010 performance versus 2011 performance.

Performance measure	2009 High (percentage >90)	2010 High (percentage >90)	2011 High (percentage >90)	2010-2011 difference (percentage)
VTE patients with overlap therapy (VTE)	N/A	28.6	90.5	61.9
Antibiotics to ICU patients (Pneumonia)	11.7	25.9	71.2	45.3
VTE medicine/treatment in ICU (VTE)	N/A	59.4	92.1	32.7
VTE medicine/treatment (Stroke)	N/A	45.3	71.2	25.9
VTE medicine/treatment (VTE)	N/A	32.3	58.0	25.7
Incidence of potentially preventable VTE (VTE)*	N/A	40.0	60.0	20.0
Receiving VTE medicine/treatment (Surgical Care)	75.8	76.1	93.7	17.5
Urinary catheter removed (Surgical Care)	N/A	62.8	78.3	15.6
PCI therapy within 90 minutes (Heart Attack)	53.4	69.5	81.5	12.1
Stroke education (Stroke)	N/A	48.1	60.0	11.9
Prescribing VTE medicine/treatment (Surgical Care)	65.2	83.5	95.2	11.7
Influenza vaccination (Pneumonia)	57.3	73.8	84.3	10.5
Beta-blocker patients who received beta-blocker perioperatively (Surgical Care)	67.0	82.0	91.3	9.3
Home management plan of care (Children's Asthma)	14.9	27.8	37.1	9.3
VTE warfarin discharge instructions (VTE)	N/A	21.1	30.0	8.9
VTE patients with UFH monitoring (VTE)	N/A	81.8	90.0	8.2
Pneumococcal vaccination (Pneumonia)	75.1	84.2	90.6	6.4
Cardiac patients with 9 a.m. postoperative blood glucose (Surgical Care)	74.7	84.0	90.0	6.1
Stopping antibiotics within 24 hours (Surgical Care)	78.6	89.5	95.2	5.7
ACEI or ARB at discharge (Heart Failure)	81.1	86.8	92.0	5.2
Continuing care plan created (Inpatient Psychiatric)	62.7	73.1	77.7	4.6
Discharged on statin medication (Stroke)	N/A	74.0	78.4	4.4
Assessed for rehabilitation (Stroke)	N/A	88.0	92.1	4.1
Antibiotics to non-ICU patients (Pneumonia)	86.0	89.5	93.3	3.8
ACEI or ARB at discharge (Heart Attack)	88.0	93.9	96.8	2.9
Blood cultures in ICU (Pneumonia)	90.8	94.6	97.1	2.5
Antithrombotic therapy by end of hospital day two (Stroke)	N/A	96.6	98.6	2.0
Antibiotics within one hour before the first surgical cut (Surgical Care)	90.8	95.7	97.6	1.9
Continuing care plan transmitted (Inpatient Psychiatric)	33.7	47.7	49.6	1.8
Admission screening (Inpatient Psychiatric)	64.2	76.9	78.5	1.6
Appropriate prophylactic antibiotics (Surgical Care)	96.7	97.1	98.3	1.2
Aspirin at discharge (Heart Attack)	96.6	97.7	98.8	1.1
Beta-blocker at discharge (Heart Attack)	96.8	97.9	98.8	0.9
Aspirin at arrival (Heart Attack)	98.4	98.8	99.5	0.7
Anticoagulation therapy for atrial fibrillation/flutter (Stroke)	N/A	83.3	84.0	0.7
Patients with appropriate hair removal (Surgical Care)	98.3	99.5	99.7	0.2
Relievers for inpatient asthma (Children's Asthma)	100.0	100.0	100.0	0.0
Systemic corticosteroids for inpatient asthma (Children's Asthma)	100.0	100.0	100.0	0.0
Discharged on antithrombotic therapy (Stroke)	N/A	99.1	98.6	-0.6
Multiple antipsychotic medications (Inpatient Psychiatric)*	48.0	53.0	52.3	-0.7
Justification for multiple antipsychotic medications (Inpatient Psychiatric)	1.2	12.2	9.8	-2.4
Statin prescribed at discharge (Heart Attack)	N/A	N/A	94.4	N/A
Elective delivery (Perinatal)*	N/A	N/A	52.6	N/A
Antenatal steroids (Perinatal)	N/A	N/A	33.3	N/A
Exclusive breast milk feeding (Perinatal)	N/A	N/A	3.0	N/A

* For this measure, a decrease in the rate is desired, so the percentage represented is the percent of hospitals with percentage of 10 percent or less.

■ Test measure

Understanding the Quality of Care Measures

Why they were created, what they report and why the results are important

The Joint Commission has been involved in performance measurement for 25 years, viewing it as a critical way to extend the reach and sophistication of the accreditation process. The Joint Commission's 1990 publication, *The Primer on Clinical Indicator Development and Application*, created a readily adaptable template for performance measure development that is still in use today and established The Joint Commission as a leader in this arena.

The Joint Commission continues to be a leader in performance measurement. The data displayed on the Centers for Medicare & Medicaid Services' (CMS) Hospital Compare website reflects measures that The Joint Commission and CMS have in common. Of that data, 96 percent comes from The Joint Commission via its well-established performance measure data network. Today, this network comprises approximately 39 measurement systems, all under contract to The Joint Commission, and is the source of all quality-related data on The Joint Commission's Quality Check® website (www.qualitycheck.org).

Improving America's Hospitals: The Joint Commission's Annual Report on Quality and Safety presents the overall performance of Joint Commission-accredited hospitals on quality of care accountability measures relating to heart attack, heart failure, pneumonia, surgery, children's asthma, inpatient psychiatric services, venous thromboembolism (VTE) and stroke. These measures were chosen because they provide concrete data about the best kinds of treatments or practices for common conditions for which Americans enter the hospital and seek care.

The results are important because they show that hospitals have improved. The results identify opportunities for further improvement, and support continual measurement and reporting. Quality improvement in hospitals contributes to saved lives, better health and quality of life for many patients, and lower health care costs.

A special focus on accountability measures

Accountability measures are evidence-based care processes closely linked to positive patient outcomes. These measures are most suitable for use in programs that hold providers accountable for their performance to external oversight entities and to the public. There has been an evolution of such oversight programs – including those for value-based purchasing, accreditation, certification, and public reporting – and they are often used to demonstrate quality and cost-efficient performance, to drive market share, and to determine appropriate reimbursements.

Each accountability measure meets four criteria (see sidebar) that evaluate whether or not evidence-based care processes associated with the measures lead to positive patient outcomes. As new measures are introduced, they are evaluated against the criteria.

Criteria for accountability process measures

Research: Strong scientific evidence demonstrates that performing the evidence-based care process improves health outcomes (either directly or by reducing risk of adverse outcomes).

Proximity: Performing the care process is closely connected to the patient outcome; there are relatively few clinical processes that occur after the one that is measured and before the improved outcome occurs.

Accuracy: The measure accurately assesses whether or not the care process has actually been provided. That is, the measure should be capable of indicating whether the process has been delivered with sufficient effectiveness to make improved outcomes likely.

Adverse Effects: Implementing the measure has little or no chance of inducing unintended adverse consequences.

Understanding the Quality of Care Measures (Cont'd)

For more information about accountability measures, see the *New England Journal of Medicine* article “*Accountability Measures – Using Measurement to Promote Quality Improvement*,” for which Mark R. Chassin, M.D., F.A.C.P., M.P.P., M.P.H., president of The Joint Commission, was the lead author.

How The Joint Commission is bringing accountability measures into practice

On January 1, 2012, The Joint Commission integrated performance expectations on accountability measures into accreditation standards when it introduced the following performance improvement requirement:

PI.02.01.03: The hospital improves its performance on ORYX accountability measures.

EP 1: The hospital achieves a composite performance rate of at least 85% on the ORYX accountability measures transmitted to The Joint Commission.

Note: This standard does not apply to the critical access hospital program.

Compliance with the element of performance, which has been identified as a direct impact requirement, is based on performance on a single composite measure rate for all reported accountability measures. The target rate is based on research of past ORYX performance data that shows increasing levels of compliance with accountability measures. In 2011, 97 percent of hospitals met an 80 percent compliance rate, 94 percent met an 85 percent rate, and 89 percent met a 90 percent target. An organization that is not in compliance with the target rate at the time of the triennial survey would receive a Requirement for Improvement (RFI) in its accreditation report.

It's important to note that where a patient receives care makes a difference. Not all hospitals deliver the same level of quality; some hospitals perform better than others in treating particular conditions and in achieving patient satisfaction. This variability has been known within the hospital industry for a long time. Quality, safety and patient satisfaction results for specific hospitals can be found at Quality Check™ (www.qualitycheck.org). Designation as an accountability measure is included in the information on Quality Check™.

How quality measures are determined

The Joint Commission worked closely with clinicians, health care providers, hospital associations, performance measurement experts, and health care consumers across the nation to identify the quality measures. This collaborative process identified measures that reflect the best "evidence-based" treatments relating to heart attack, heart failure, pneumonia, surgery, children's asthma, inpatient psychiatric services, VTE and stroke. Current measures are the product of The Joint Commission's Hospital Core Measure Initiative that sought to create sets of standard national measures that would permit comparisons across organizations. Subsequently, The Joint Commission collaborated with the Centers for Medicare & Medicaid Services (CMS) to align common measures to ease data collection efforts by hospitals and to allow the same data sets to be used to satisfy multiple data requirements.

Understanding the Quality of Care Measures (Cont'd)

Related quality reporting efforts of other organizations

The CMS Hospital Compare website (www.hospitalcompare.hhs.gov) reports quality information from U.S. hospitals, including treatments relating to heart attack, heart failure, pneumonia, surgical care and childhood asthma. Hospitals voluntarily submit these data abstracted from their medical records about the treatments that their patients receive, including patients with Medicare and those who do not have Medicare. Consumers can use Hospital Compare to compare care of local hospitals to state and national averages. Unlike Quality Check, Hospital Compare includes data from organizations accredited by CMS-recognized accrediting organizations other than The Joint Commission; some unaccredited organizations; and most Department of Veterans Affairs medical centers. It does not currently include Department of Defense and Indian Health Service hospitals.

Data collection and reporting requirements

Currently, The Joint Commission requires most hospitals to select four measure sets. Hospitals choose sets best reflecting their patient population and report on all the applicable measures in each of the sets they choose. Hospitals submit monthly data on a quarterly basis on all measures of performance within specific sets they choose to third-party vendors, which compile and provide data to The Joint Commission. Hospitals can obtain feedback reports through The Joint Commission's extranet.

Note on calculations and methodology

This report includes a composite for accountability measures: The sum of all the numerator counts for accountability process measures across all measure sets divided by the sum of all the denominator counts from across the same accountability measures.

A composite measure is calculated by adding or "rolling up" the number of times recommended care was provided over all the process measures in the given measure set and dividing this sum by the total number of opportunities for providing this recommended care, determined by summing up all of the process measure populations for this same set of measures. The composite measure shows the percentage of the time that recommended care was provided.

For example, if a heart attack patient receives each treatment included in the heart attack measure set, that's a total of seven treatments in seven opportunities. If 60 patients receive all seven treatments, that's 420 treatments in 420 opportunities - 100 percent composite performance. However, if some of the 60 patients don't receive all seven treatments (e.g., the total number of opportunities for treatments is 410), and the treatments given to the 60 patients add to a total of 378, the heart attack composite score is 92 percent.

Composite performance measures are useful in integrating performance measure information in an easily understood format that gives a summary assessment of performance for a given area of care in a single rate. The composite measures in this report are based on combining all of the process rate-based measures in the measure set. For a performance measure, each patient identified as falling in the measure population can be considered an opportunity to provide recommended care.

Understanding the Quality of Care Measures (Cont'd)

Inclusions and exclusions

This report only includes data about patients considered "eligible" for one of the evidence-based treatments or measures. It's important to understand that not every patient gets – or should get – a treatment. Often, patients have health conditions or factors that influence the effectiveness of treatments, or whether or not a provider orders a particular treatment. Also, a patient may choose to refuse treatment or not follow the instructions of his or her care plan.

Links for More Information

The Joint Commission: www.jointcommission.org

Quality Check: www.qualitycheck.org

Glossary

Accountability process measure. An accountability process measure is a quality measure that meets four criteria designed to identify measures that produce the greatest positive impact on patient outcomes when hospitals demonstrate improvement. The four criteria are: research, proximity, accuracy and adverse effects (see page 35 for an explanation of the criteria).

ACEI (ACE inhibitors). ACE stands for "angiotensin converting enzyme." ACE inhibitors are medicines that are used to treat heart failure, high blood pressure, and patients with left ventricular systolic dysfunction following a heart attack. These medicines block an enzyme in the body that is responsible for causing the blood vessels to narrow. If the blood vessels are relaxed, blood pressure is lowered and more oxygen-rich blood can reach the heart. ACE inhibitors also lower the amount of salt and water in the body, which helps to lower blood pressure.

Admission screening. Evaluating a patient for violence risk, substance use, psychological trauma history and patient strengths within the first three days of admission to an inpatient psychiatric facility.

Antenatal steroids. Medication given to a mother in premature labor before delivery to promote lung development in the baby.

Antibiotic timing. The length of time from arrival at the hospital until antibiotics are given. Antibiotics are generally given as soon as possible to pneumonia patients to speed their recovery.

Antithrombotic therapy. Pharmacologic agents (oral or parenteral) that prevent or interfere with the formation of a blood clot.

ARB. ARB stands for "angiotensin receptor blocker." An ARB is a medicine taken by mouth that reduces blood pressure and strengthens the heart beat. ARBs are useful in the treatment of cardiac diseases such as heart attack and heart failure.

Beta-blocker. This type of medicine blocks the action of certain hormones on the heart. By blocking these hormones, beta-blockers help to reduce the heart rate and blood pressure, thereby reducing the amount of oxygen needed by the heart.

Blood cultures. Blood tests that look for bacteria in the blood. These tests are given to pneumonia patients before antibiotics are administered.

CABG. CABG stands for coronary artery bypass graft surgery – an operation in which a section of vein or artery is used to bypass a blockage in a coronary artery, allowing enough blood to flow to deliver oxygen and nutrients to the heart muscles. CABG is performed to prevent damage from a myocardial infarction (heart attack) or to relieve angina.

Cesarean section. A surgical procedure in which an abdominal incision is made to deliver the infant.

Composite measure. A measure that combines the results of two or more process measures into a single rating. A composite is a summary of a related set of measures, which could be a condition specific set, all accountability measures, or accountability and non-accountability measures. However, accountability composites are restricted to accountability measures; non-accountability measures are excluded.

Elective delivery. A delivery occurring between 37 and 39 weeks of gestation, without a medical reason.

Glossary (Cont'd)

Exclusive breast milk feeding. An infant receives only breast milk during the hospital stay, with no additional food or drink, including water.

Fibrinolytic therapy. Medication that dissolves blood clots. Breaking up blood clots increases blood flow to the heart. If blood flow is returned to the heart muscle quickly during a heart attack, the risk of death is decreased.

Hair removal, appropriate. Removing hair with clippers or depilatory is considered appropriate. Shaving is considered inappropriate.

Health care-associated infections in newborns. An infection acquired during a newborn's stay in a hospital.

Heart failure. A condition in which the heart loses its ability to efficiently pump blood throughout the body.

Inpatient psychiatric services. Inpatient psychiatric services include care provided to a patient for a mental disorder while hospitalized in a psychiatric unit of an acute care hospital or a free-standing psychiatric hospital. Services rendered to outpatients or "day treatment" patients are not considered inpatient psychiatric services.

LVS assessment. An in-depth evaluation of heart muscle function that helps determine the correct treatment for heart failure. LVS stands for "left ventricular systolic." An LVS assessment evaluates how well the left ventricle – the heart's main pumping chamber – is functioning. Left ventricular diastolic dysfunction results when this heart chamber is not pumping all the blood out before it refills for the next heart beat. This results in high pressure within the heart and can produce heart failure.

Multiple antipsychotic medications. Antipsychotic medications are drugs prescribed to treat mental disorders; if two or more medications are routinely administered or prescribed, it is considered multiple medications.

Outcomes measure. A measure that focuses on the results of the performance or nonperformance of a process. (See process measure.)

Overlap therapy. Administration of parenteral (intravenous or subcutaneous) anticoagulation therapy and warfarin to treat patients with VTE.

PCI therapy. PCI stands for "percutaneous coronary interventions." PCI therapy is a coronary angioplasty procedure performed by a doctor who threads a small device into a clogged artery to open it, thereby improving blood flow to the heart. A lack of blood supply to the heart muscle can cause lasting heart damage. PCI therapy is used as an alternative treatment to coronary artery bypass surgery (CABG).

Percentage points. This is the difference on a percentage scale between two rates expressed as percents. For example, the difference between a performance rate of 85 percent and a performance rate of 92 percent is 7 percentage points.

Perinatal. The period shortly before and after birth.

Perioperative. This generally refers to 24 hours before surgery and lasts until the patient leaves the recovery area.

Glossary (Cont'd)

Physical restraint. A physical restraint is any manual or physical or mechanical device, material, or equipment that immobilizes a patient or reduces the ability of a patient to move his or her arms, legs, body or head freely. A physical restraint is used as a restriction to manage a patient's behavior or restrict the patient's freedom of movement and is not a standard treatment for the patient's medical or psychiatric condition.

Pneumonia. An acute infection of lung tissue that is associated with at least some symptoms of acute infection, such as altered or abnormal breathing sounds.

Pneumococcal vaccination. A vaccination that helps to prevent pneumonia.

Post discharge continuing care plan. Communication from the hospital to the next health provider after a patient is discharged from the hospital. The plan must contain the reason for hospitalization, main diagnosis at discharge, a list of medications at discharge, and recommendations for the next level of care.

Process measure. A measure that focuses on one or more steps that lead to a particular outcome. (See outcomes measure.)

Prophylaxis. Any medical intervention designed to preserve health and prevent disease.

Rehabilitation assessment. Evaluation of the need for or receipt of rehabilitation services. Rehabilitation is a treatment or treatments designed to facilitate the process of recovery from injury, illness or disease to as normal a condition as possible.

Reliever, for asthma. A medicine that reduces narrowing in the lung's airways, providing quick relief from asthma symptoms.

Seclusion. Seclusion is the involuntary confinement of a patient alone in a room or an area where the patient is physically prevented from leaving.

Statin. A class of pharmaceutical agents that lower blood cholesterol. Specifically, the agents modify LDL-cholesterol by blocking the action of an enzyme in the liver which is needed to synthesize cholesterol, thereby decreasing the level of cholesterol in the blood. Statins are also called HMG-CoA reductase inhibitors.

Systemic corticosteroid, for asthma. A medication that helps control asthma symptoms by controlling swelling, inflammation, and the buildup of mucous in the lung's airways.

Thrombolytic therapy. Administration of a pharmacological agent intended to cause lysis of a thrombus (destruction or dissolution of a blood clot).

UFH monitoring. Using a protocol or nomogram to ensure that UFH (unfractionated heparin) achieves a sufficient level of anti-coagulation.

VTE. VTE stands for venous thromboembolism and is when a blood clot forms in a deep vein in the body, such as in the leg. VTE is a common complication at surgery and hospitalized medical patients, particularly those who have decreased mobility, are at risk for development of VTE.

Appendix

Appendix 1: Short and original measure names

Note: This is not a complete list of measures. The short name is the name used in this report.

Short measure name used in this report	Original measure name
Heart attack care	
Aspirin at discharge	Aspirin prescribed at discharge
ACEI or ARB at discharge	ACEI or ARB for LVSD
Beta-blocker at discharge	Beta-blocker prescribed at discharge
Fibrinolytic therapy within 30 minutes	Fibrinolytic therapy received within 30 minutes of hospital arrival
PCI therapy within 90 minutes	Primary PCI received within 90 minutes of hospital arrival (timing of receipt of primary PCI)
Heart failure care	
ACEI or ARB at discharge	ACEI or ARB for LVSD (left ventricular systolic dysfunction)
Pneumonia care	
Blood cultures in ICU	Blood cultures performed within 24 hours prior to or 24 hours after hospital arrival for patients who were transferred or admitted to the ICU (intensive care unit) within 24 hours of hospital arrival
Blood cultures in ED	Blood cultures performed in the emergency department prior to initial antibiotic received in hospital
Antibiotics to ICU patients	Initial antibiotic selection for CAP (community-acquired pneumonia) in immunocompetent – ICU (intensive care unit) patient
Antibiotics to non-ICU patients	Initial antibiotic selection for CAP (community-acquired pneumonia) in immunocompetent – non-ICU (intensive care unit) patient
Surgical care	
Antibiotics within one hour before the first surgical cut	Prophylactic antibiotic received within one hour prior to surgical incision – overall rate
Appropriate prophylactic antibiotics	Prophylactic antibiotic selection for surgical patients – overall rate
Stopping antibiotics within 24 hours	Prophylactic antibiotics discontinued within 24 hours after surgery end time – overall rate

Appendix

Appendix 1: Short and original measure names (Cont'd)

Short measure name used in this report	Original measure name
Surgical care (Cont'd)	
Cardiac patients with 9 a.m. postoperative blood glucose	Cardiac surgery patients with controlled 9 a.m. postoperative blood glucose
Patients with appropriate hair removal	Surgery patients with appropriate hair removal
Beta-blocker patients who received beta-blocker perioperatively	Surgery patients on beta-blocker therapy prior to arrival who received a beta-blocker during the perioperative period
Prescribing VTE medicine/treatment	Surgery patients with recommended venous thromboembolism prophylaxis ordered
Receiving VTE medicine/treatment	Surgery patients who received appropriate venous thromboembolism prophylaxis within 24 hours prior to surgery to 24 hours after surgery
Urinary catheter removed	Urinary catheter removed on postoperative day 1 (POD 1) or postoperative day 2 (POD 2) with day of surgery being day zero
Children's asthma care	
Home management plan of care	Home management plan of care (HMPC) document given to patient/caregiver
Inpatient psychiatric services	
Admission screening	Admission screening for violence risk, substance use, psychological trauma history and patient strengths completed
Multiple antipsychotic medications	Patients discharged on multiple antipsychotic medications
Justification for multiple antipsychotic medications	Patients discharged on multiple antipsychotic medications with appropriate justification
Continuing care plan created	Post discharge continuing care plan created
Continuing care plan transmitted	Post discharge continuing care plan transmitted to next level of care provider upon discharge
Venous thromboembolism (VTE) care	
VTE medicine/treatment	VTE prophylaxis
VTE medicine/treatment in ICU	Intensive care unit VTE prophylaxis
VTE patients with overlap therapy	VTE patients with anticoagulation overlap therapy
VTE patients with UFH monitoring	VTE patients receiving unfractionated heparin (UFH) with dosages/platelet count monitoring by protocol
Stroke care	
VTE medicine/treatment	VTE prophylaxis
Perinatal care	
Newborn bloodstream infections	Health care-associated bloodstream infections in newborns

Appendix

Appendix 2: 2011 accountability measures

Heart attack care

- Aspirin at arrival
- Aspirin at discharge
- ACEI or ARB at discharge
- Beta-blocker at discharge
- Fibrinolytic therapy within 30 minutes
- PCI therapy within 90 minutes
- Statin prescribed at discharge

Heart failure care

- ACEI or ARB at discharge

Pneumonia care

- Pneumococcal vaccination
- Blood culture in ED
- Blood culture in ICU
- Antibiotics to ICU patients
- Antibiotics to non-ICU patients
- Influenza vaccination

Surgical care

- Antibiotics within one hour before the first surgical cut
- Appropriate prophylactic antibiotics
- Stopping antibiotics within 24 hours
- Cardiac patients with 9 a.m. postoperative blood glucose
- Patients with appropriate hair removal
- Beta-blocker patients who received beta-blocker perioperatively
- Prescribing VTE medicine/treatment
- Receiving VTE medicine/treatment
- Urinary catheter removed

Children's asthma care

- Relievers for inpatient asthma
- Systemic corticosteroids for inpatient asthma
- Home management plan of care

Inpatient psychiatric services

- Multiple antipsychotic medications
- Justification for multiple antipsychotic medications
- Continuing care plan created
- Continuing care plan transmitted
- Hours of physical restraint use*
- Hours of seclusion*

Venous thromboembolism (VTE) care

- VTE medicine/treatment
- VTE medicine/treatment in ICU
- VTE patients with overlap therapy
- VTE patients with UFH monitoring
- VTE warfarin discharge instructions

Stroke care

- VTE medicine/treatment
- Discharged on antithrombotic therapy
- Anticoagulation therapy for atrial fibrillation/flutter
- Thrombolytic therapy
- Antithrombotic therapy by end of hospital day two
- Discharged on statin medication
- Stroke education
- Assessed for rehabilitation

* This measure is not included in the composite results because it is a ratio measure. Only proportion measures are included in the composite.

Appendix

Appendix 3: 2011 measures being tested or evaluated against accountability measure criteria

Inpatient psychiatric services

Admission screening

Venous thromboembolism care

Incidence of potentially preventable VTE

Perinatal care

Elective delivery

Cesarean section

Antenatal steroids

Health care-associated bloodstream infections in newborns

Exclusive breast milk feeding