



Organizations that have achieved
The Gold Seal of Approval® from
The Joint Commission®



Quality Report



North Carolina Baptist Hospital



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

Summary of Quality Information

Accreditation Programs

[View Accreditation History](#)



Accreditation
Hospital Decision
[Accredited](#)

Effective
Date
11/18/2017

Last Full Survey
Date
11/17/2017

Last On-Site Survey
Date
6/26/2018

Advanced Certification Programs

[View Certification History](#)



[Advanced Comprehensive Stroke Center](#)
Certification Decision
[Certification](#)

Effective Date
7/7/2017

Last Full Survey Date
7/6/2017

Last On-Site Survey Date
7/6/2017



[Ventricular Assist Device](#)
Certification Decision
[Certification](#)

Effective Date
8/19/2017

Last Full Survey Date
8/18/2017

Last On-Site Survey Date
8/18/2017

Core Certification Programs



Acute Myocardial Infarction

Certification Decision

[Certification](#)

Effective Date

8/16/2017

Last Full Survey Date

8/15/2017

Last On-Site Survey Date

8/15/2017



Chest Pain

Certification Decision

[Certification](#)

Effective Date

12/4/2018

Last Full Survey Date

12/3/2018

Last On-Site Survey Date

12/3/2018



Heart Failure

Certification Decision

[Certification](#)

Effective Date

8/17/2017

Last Full Survey Date

8/16/2017

Last On-Site Survey Date

8/16/2017



Joint Replacement - Hip

Certification Decision

[Certification](#)

Effective Date

4/18/2017

Last Full Survey Date

4/15/2019

Last On-Site Survey Date

4/15/2019



Joint Replacement - Knee
Certification Decision

Certification

Effective Date

4/18/2017

Last Full Survey Date

4/15/2019

Last On-Site Survey Date

4/15/2019

Sites

Dermatology Surgery - Country Club

4618 Country Club Road
Winston Salem, NC, 27104

Available Services

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

Other Clinics/Practices Located at This Site:

- General Dermatology NCBH Outpatient Clinic

Dialysis Access Group - Miller

120 Miller Street
Winston Salem, NC, 27103

Available Services

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

Downtown Health Plaza

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

Available Services

- Outpatient Clinics (Outpatient)

Other Clinics/Practices Located at This Site:

- Adult Medicine-Downtown Health Plaza
- Cardiology-Downtown Health Plaza
- Dermatology-Downtown Health Plaza
- Neurology-Downtown Health Plaza
- Obstetrics and Gynecology-Downtown Health Plaza
- Pediatric Neurology-Downtown Health Plaza

- Pediatrics-Downtown Health Plaza
- Renal-Downtown Health Plaza

Hematology and Oncology - Elkin

401 Eldon Parks Dr.
Elkin, NC, 28621

Available Services

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

Hematology and Oncology - Mt. Airy

450 Price Street
Mount Airy, NC, 27030

Available Services

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

Medical Plaza Clemmons NCBH Clinics

2311 Lewisville-Clemmons Road
Clemmons, NC, 27012

Available Services

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

Other Clinics/Practices Located at This Site:

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

Medical Plaza Clemmons of NCBH Clinics

2341 Lewisville-Clemmons Road
Clemmons, NC, 27012

Available Services

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

Other Clinics/Practices Located at This Site:

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

Medical Plaza Country Club

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

Available Services

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

Other Clinics/Practices Located at This Site:

- Cardiology
- Diabetes and Endocrinology Center - Adult
- Diabetes Center - Pediatrics

Medical Plaza-Miller

131 Miller Street
Winston Salem, NC, 27103

Available Services

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

Other Clinics/Practices Located at This Site:

- Endocrinology
- ENT/Head and Neck Surgery - Comp Rehab
- Family Medicine-Sports Medicine
- General Neurology
- Neuropsychology
- Orthopaedics - Multispecialty Clinic Medical Plaza Miller
- Physical Medicine and Rehab
- Plastic Surgery
- Rheumatology

North Carolina Baptist Hospital

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Available Services

- Brachytherapy (Imaging/Diagnostic Services)
- Burn Unit (Inpatient)
- Cardiac Catheterization Lab (Surgical Services)
- Cardiac Surgery (Surgical Services)
- Cardiothoracic Surgery (Surgical Services)
- Cardiovascular Unit (Inpatient)

- Coronary Care Unit (Inpatient)
- CT Scanner (Imaging/Diagnostic Services)
- Dialysis Unit (Inpatient)
- Ear/Nose/Throat Surgery (Surgical Services)
- EEG/EKG/EMG Lab (Imaging/Diagnostic Services)
- Gastroenterology (Surgical Services)
- GI or Endoscopy Lab (Imaging/Diagnostic Services)
- Gynecological Surgery (Surgical Services)
- Gynecology (Inpatient)
- Hazardous Medication Compounding (Inpatient)
- Hematology/Oncology Unit (Inpatient)
- Inpatient Unit (Inpatient)
- Interventional Radiology (Imaging/Diagnostic Services)
- Magnetic Resonance Imaging (Imaging/Diagnostic Services)
- Medical /Surgical Unit (Inpatient)
- Medical ICU (Intensive Care Unit)
- Neuro/Spine ICU (Intensive Care Unit)
- Neuro/Spine Unit (Inpatient)
- Neurosurgery (Surgical Services)
- Non-Sterile Medication Compounding (Inpatient)
- Nuclear Medicine (Imaging/Diagnostic Services)
- Nuclear Pharmacy (Inpatient)
- Ophthalmology (Surgical Services)
- Orthopedic Surgery (Surgical Services)
- Orthopedic/Spine Unit (Inpatient)
- Outpatient Clinics (Outpatient)
- Pediatric Unit (Inpatient)
- Plastic Surgery (Surgical Services)
- Positron Emission Tomography (PET) (Imaging/Diagnostic Services)
- Post Anesthesia Care Unit (PACU) (Inpatient)
- Radiation Oncology (Imaging/Diagnostic Services)
- Rehabilitation Unit (Inpatient)
- Rehabilitation Unit (24-hour Acute Care/Crisis Stabilization)
- Sterile Medication Compounding (Inpatient)
- Surgical ICU (Intensive Care Unit)
- Surgical Unit (Inpatient)
- Teleradiology (Imaging/Diagnostic Services)
- Thoracic Surgery (Surgical Services)
- Transplant Surgery (Surgical Services)
- Ultrasound (Imaging/Diagnostic Services)
- Urology (Surgical Services)
- Vascular Surgery (Surgical Services)

Certification Programs

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

Other Clinics/Practices Located at This Site:

- 3rd Floor CC - Cardiology, Pulmonary Medicine, Rad Onc
- 9th Floor JT Neuropsychology and Neurology
- Abdominal Organ Transplant

- Apheresis
- Bone Marrow Transplant Outpatient Clinic
- Brenner Children's Hospital, Pediatric Otolaryngology (ENT)
- Cardiology 5th Floor JT
- Device
- Eye Center - Janeway
- General Dermatology
- Geriatrics Clinic
- Hematology and Oncology
- IM Administration
- Internal Medicine Multispecialty Clinics - Janeway
- Interventional Radiology Clinic
- Neurology
- Neurology Pediatrics
- Neuromuscular Clinic
- Neuropsychology
- Neurosurgery 5th Floor JT
- Neurosurgery Clinic
- Pediatric Hematology and Oncology Clinic
- Pediatric Specialties - Brenner Children's Hospital
- Physical Medicine and Rehab
- Preoperative Assessment Clinic
- Radiation Oncology 1st Floor CC
- Surgery Multispecialty Clinics - Janeway
- Surgical Oncology - Comprehensive Cancer Center
- Vascular & Endovascular Surgery 4th Floor JT
- Wound Care and Hyperbaric Chamber

Pain Services - Brookstown

605 Cotton Street

Winston Salem, NC, 27101

Available Services

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

Stratford Executive Park

500 Shepherd St. Suites 200, 201, 300

Winston Salem, NC, 27103

Available Services

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

Other Clinics/Practices Located at This Site:

- Comprehensive Fetal Care Center
- Gastroenterology, Rheumatology, Neurology - Shepherd Street
- General Surgery
- Obstetrics & Gynecology
- Pediatric Neonatology
- Pediatric Urology
- Sleep clinic

- Urological Gynecology

Winston East Pediatrics of Baptist Hospital

2295 E. 14th Street
Winston Salem, NC, 27101

Available Services

- Outpatient Clinics (Outpatient)

Other Clinics/Practices Located at This Site:

- Pediatric Neurology

Special Quality Awards

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







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

Cooperative Agreements

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

National Patient Safety Goals and National Quality Improvement Goals

Symbol Key

-  This organization achieved the best possible results
-  This organization's performance is above the target range/value
-  This organization's performance is similar to the target range/value
-  This organization's performance is below the target range/value
-  This measure is not applicable for this organization
-  Not displayed

Measures Footnote Key

1. The measure or measure set was not reported.
2. The measure set does not have an overall result.
3. The number is not enough for comparison purposes.

4. The measure meets the Privacy Disclosure Threshold rule.
5. The organization scored above 90% but was below most other organizations.
6. The measure results are not statistically valid.
7. The measure results are based on a sample of patients.
8. The number of months with measure data is below the reporting requirement.
9. The measure results are temporarily suppressed pending resubmission of updated data.
10. Test Measure: a measure being evaluated for reliability of the individual data elements or awaiting National Quality Forum Endorsement.
11. There were no eligible patients that met the denominator criteria.

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

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

** Indicates per 1000 hours of patient care.

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

---- Null value or data not displayed.

Hospital	2018 National Patient Safety Goals	Nationwide Comparison:	Statewide Comparison:
Reporting Period: October 2017 - September 2018 National Quality Improvement Goals:			
Emergency Department			
2		National Comparison: 	Statewide Comparison:  2
Immunization			
2		National Comparison: 	Statewide Comparison:  2
Perinatal Care			
2		National Comparison: 	Statewide Comparison:  2

[New Changes to Quarterly Measure](#)

[Download Quarterly Measure Results](#)

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

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

National Quality Improvement Goals:

North Carolina Baptist Hospital

HCO ID: 6571
 Medical Center Boulevard
 Winston Salem , NC, 27157

Measure Area	Nationalwide Statewide	
Perinatal Care Compared to Other Joint Commission Accredited Organizations	(ND) 2	(ND) 2
Read More		

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Elective Delivery Read More (No Quarterly Result are available)	(ND) 4 ----	Nationwide Statewide	Top 10% Scored at Least	0%	2%	Average Rate	0% 1%

Quarterly Measure Results

Number of Eligible Patients	Rate	Nationwide Average
Oct - Dec 2017	1 1	2%
Jan - Mar 2018	1 1	2%
Apr - Jun 2018	1 1	2%
Jul - Sep 2018	1 1	2%

Measure Area	Nationalwide Statewide	
Emergency Department Compared to Other Joint Commission Accredited Organizations	(ND) 2	(ND) 2
Read More		

Measure	Hospital Results	Nationwide Top 10% Scored at Most	Weighted Median	Statewide Top 10% Scored at Most	Weighted Median		
Median Time from ED Arrival to ED Departure for Admitted ED Patients Read More See Quarterly Results	(ND) 2 384.00 minutes 742 eligible Patients	Nationwide Statewide	Top 10% Scored at Least	207.00	320.00	Average Rate	226.56 312.76

Quarterly Measure Results

Number of Eligible Patients
 Weighted Median Minutes
 Nationwide Weighted Median Minutes

Oct - Dec 2017

742
 353.00
 313.66

Jan - Mar 2018

742
 405.00
 346.10

Apr - Jun 2018

742
 377.00
 310.73

Jul - Sep 2018

742
 396.00
 308.98

Measure	Hospital Results	Nationwide Top 10% Scored at Most	Weighted Median	Statewide Top 10% Scored at Most	Weighted Median	Average Rate	
Admit Decision Time to ED	ND 2						
Departure Time for Admitted Patients	136.00 minutes 735 eligible Patients	Nationwide Statewide	Top 10% Scored at Least	56.00	136.00		56.80 125.41
	Read More See Quarterly Results						

Quarterly Measure Results

Number of Eligible Patients
 Weighted Median Minutes
 Nationwide Weighted Median Minutes

Oct - Dec 2017

735
 121.00
 130.70

Jan - Mar 2018

735
 161.00
 155.08

Apr - Jun 2018

735
 147.00
 129.73

Jul - Sep 2018

735
 113.00
 127.76

Measure Area	Nationwide	Statewide
Immunization Compared to Other Joint Commission Accredited Organizations	2	2

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Influenza Immunization Read More See Quarterly Results	96% of 828 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	94%	Average Rate	100% 95%

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Oct - Dec 2017

828

94%

93%

Jan - Mar 2018

828

98%

95%

Apr - Jun 2018

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_____ 1

Jul - Sep 2018

_____ 1

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