Quality Report

Organizations that have achieved
The Gold Seal of Approval® from
The Joint Commission®
# Summary of Quality Information

## Accreditation Programs

<table>
<thead>
<tr>
<th>Program</th>
<th>Accreditation Decision</th>
<th>Effective Date</th>
<th>Last Full Survey Date</th>
<th>Last On-Site Survey Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral Health Care and Human Services</td>
<td>Accredited</td>
<td>3/15/2018</td>
<td>3/14/2018</td>
<td>3/14/2018</td>
</tr>
<tr>
<td>Home Care</td>
<td>Accredited</td>
<td>3/16/2018</td>
<td>3/15/2018</td>
<td>3/15/2018</td>
</tr>
<tr>
<td>Hospital</td>
<td>Accredited</td>
<td>3/17/2018</td>
<td>3/16/2018</td>
<td>10/2/2018</td>
</tr>
</tbody>
</table>
Primary Stroke Center

Certification Decision

Effective Date
12/16/2020

Last Full Survey Date
12/15/2020

Last On-Site Survey Date
12/15/2020

Sites

Mayo Clinic Health System - Franciscan Healthcare
DBA: Franciscan Healthcare-Sparta
310 West Main Street
Sparta, WI, 54656

Available Services

• Acute Care
• CT Scanner (Imaging/Diagnostic Services)
• Ear/Nose/Throat Surgery (Surgical Services)
• GI or Endoscopy Lab (Imaging/Diagnostic Services)
• Mammography (Imaging/Diagnostic Services)
• Medical/Surgical Unit (Inpatient)
• Ophthalmology (Surgical Services)
• Orthopedic Surgery (Surgical Services)
• Post Anesthesia Care Unit (PACU) (Inpatient)
• Surgical Unit (Inpatient)
• Swing Beds
• Teleradiology (Imaging/Diagnostic Services)
• Trauma Center (Trauma Center)
• Ultrasound (Imaging/Diagnostic Services)

Mayo Clinic Health System - Franciscan Medical Center, Inc
DBA: Franciscan Healthcare - Arcadia
895 Dettloff Drive
Arcadia, WI, 54612

Available Services

• Behavioral Health (Non 24 Hour Care - Adult)
• Chemical Dependency (Non 24 Hour Care - Adult)
• Chemical Dependency (Non-detox - Adult)
• Community Integration (Non 24 Hour Care)
• Outpatient Clinics (Outpatient)
Mayo Clinic Health System - Franciscan Medical Center, Inc.
DBA: Franciscan Healthcare - Caledonia
701 North Sprague Street
Caledonia, MN, 55921-1066

Available Services

• Outpatient Clinics (Outpatient )

Mayo Clinic Health System - Franciscan Medical Center, Inc.
DBA: Franciscan Healthcare - Tomah
325 Butts Avenue
Tomah, WI, 54660-1412

Available Services

• Behavioral Health (Non 24 Hour Care - Adult )
• Behavioral Health (Non 24 Hour Care - Child/Youth )
• Outpatient Clinics (Outpatient )
• Peer Support (Non 24 Hour Care )

Mayo Clinic Health System - Franciscan Medical Center, Inc.
DBA: Franciscan Healthcare - Hospice
700 West Avenue South
La Crosse, WI, 54601

Available Services

• Hospice Care

Mayo Clinic Health System - Franciscan Medical Center, Inc.
DBA: Franciscan Healthcare - Onalaska
191 Theatre Road
Onalaska, WI, 54650-8679

Available Services

• Behavioral Health (Non 24 Hour Care - Adult )
• Behavioral Health (Non 24 Hour Care - Child/Youth )
• Chemical Dependency (Non 24 Hour Care - Adult )
• Chemical Dependency (Non-detox - Adult )
• Community Integration (Non 24 Hour Care )
• Outpatient Clinics (Outpatient )

Mayo Clinic Health System - Franciscan Medical Center, Inc.
DBA: Franciscan Healthcare - Holmen
1303 Main Street South
Holmen, WI, 54636-8927

Available Services

• Behavioral Health (Non 24 Hour Care - Adult )
• Behavioral Health (Non 24 Hour Care - Child/Youth )
• Chemical Dependency (Non 24 Hour Care - Adult )
• Chemical Dependency (Non-detox - Adult )
• Community Integration (Non 24 Hour Care )
• Outpatient Clinics (Outpatient )
Mayo Clinic Health System - Franciscan Medical Center, Inc.
DBA: Franciscan Healthcare - Sparta Clinic
310 West Main Street
Sparta, WI, 54656

Available Services

- Addiction Services
- Addiction Services (Non-detox - Adult)
- Behavioral Health (Non 24 Hour Care - Adult)
- Behavioral Health (Non 24 Hour Care - Child/Youth)
- Chemical Dependency (Day Programs - Adult)
- Chemical Dependency (Non 24 Hour Care - Adult)
- Chemical Dependency (Non 24 Hour Care - Child/Youth)
- Chemical Dependency (Partial Hospitalization - Adult)
- Chemical Dependency (Non-detox - Adult)
- Community Integration (Non 24 Hour Care)
- Outpatient Clinics (Outpatient)

Mayo Clinic Health System - Franciscan Medical Center, Inc.
DBA: Franciscan Healthcare at Belle Square
232 3rd Street North Suite 100
La Crosse, WI, 54601

Available Services

- Outpatient Clinics (Outpatient)

Mayo Clinic Health System - Franciscan Medical Center, Inc.
DBA: Franciscan Healthcare - Sparta Eye Clinic
400 Jefferson Ave.
Sparta, WI, 54656

Available Services

- Outpatient Clinics (Outpatient)

Mayo Clinic Health System - Franciscan Medical Center, Inc.
DBA: Franciscan Healthcare - La Crosse
700 West Avenue, South
La Crosse, WI, 54601-4783

Available Services

- Brachytherapy (Imaging/Diagnostic Services)
- Cardiac Catheterization Lab (Surgical Services)
- 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)
Labor & Delivery (Inpatient)
- Magnetic Resonance Imaging (Imaging/Diagnostic Services)
- Mammography (Imaging/Diagnostic Services)
- Medical/Surgical Unit (Inpatient)
- Medical ICU (Intensive Care Unit)
- Neurosurgery (Surgical Services)
- Non-Sterile Medication Compounding (Inpatient)
- Normal Newborn Nursery (Inpatient)
- Nuclear Medicine (Imaging/Diagnostic Services)
- Nuclear Pharmacy (Inpatient)
- Ophthalmology (Surgical Services)
- Orthopedic Surgery (Surgical Services)
- 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)
- Sleep Laboratory (Sleep Laboratory)
- Sterile Medication Compounding (Inpatient)
- Surgical Unit (Inpatient)
- Teleradiology (Imaging/Diagnostic Services)
- Thoracic Surgery (Surgical Services)
- Trauma Center (Trauma Center)
- Ultrasound (Imaging/Diagnostic Services)
- Urology (Surgical Services)
- Vascular Surgery (Surgical Services)

Certification Programs

- Primary Stroke Center

Mayo Clinic Health System - Franciscan Medical Center, Inc.
DBA: Franciscan Healthcare - Prairie Du Chien
800 East Blackhawk Avenue
Prairie Du Chien, WI, 53821-1698

Available Services

- Behavioral Health (Non 24 Hour Care - Adult)
- Behavioral Health (Non 24 Hour Care - Child/Youth)
- Chemical Dependency (Non 24 Hour Care - Adult)
- Chemical Dependency (Non 24 Hour Care - Child/Youth)
- Chemical Dependency (Non-detox - Adult)
- Community Integration (Non 24 Hour Care)
- Outpatient Clinics (Outpatient)

Mayo Clinic Health System - Franciscan Medical Center, Inc.
DBA: Franciscan Healthcare - La Crosse
615 South 10th Street
La Crosse, WI, 54601-4783

Available Services

- Addiction Services
- Addiction Services (Non-detox - Adult)
- Behavioral Health (Non 24 Hour Care - Adult)
- Behavioral Health (Non 24 Hour Care - Child/Youth)
- Chemical Dependency (Day Programs - Adult)
Mayo Clinic Health System - Franciscan Medical Center, Inc.
DBA: Franciscan Healthcare - La Crosse
800 West Avenue South
La Crosse, WI, 54601-4783

Available Services

• Behavioral Health (Non 24 Hour Care - Adult )
• Behavioral Health (Non 24 Hour Care - Child/Youth )
• Community Integration (Non 24 Hour Care )
• Outpatient Clinics (Outpatient )

Special Quality Awards

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

• 2014 ACS National Surgical Quality Improvement Program

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.

<table>
<thead>
<tr>
<th>Hospital</th>
<th>2018 National Patient Safety Goals</th>
<th>Nationwide Comparison:</th>
<th>Statewide Comparison:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral Health Care and Human Services</td>
<td>2018 National Patient Safety Goals</td>
<td>✔️</td>
<td>N/A</td>
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<tr>
<td>Home Care</td>
<td>2018 National Patient Safety Goals</td>
<td>✔️</td>
<td>N/A</td>
</tr>
<tr>
<td>Critical Access Hospital</td>
<td>2018 National Patient Safety Goals</td>
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<td>N/A</td>
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<table>
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<tr>
<th>Reporting Period: January 2019 - December 2019</th>
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<tbody>
<tr>
<td>National Quality Improvement Goals:</td>
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</table>

<table>
<thead>
<tr>
<th>Emergency Department</th>
<th>National Comparison:</th>
<th>Statewide Comparison:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N/A 2</td>
<td>N/A 2</td>
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<table>
<thead>
<tr>
<th>Perinatal Care</th>
<th>National Comparison:</th>
<th>Statewide Comparison:</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>N/A 2</td>
<td>N/A 2</td>
</tr>
</tbody>
</table>

New Changes to Quarterly Measure

Download Quarterly Measure Results

The Joint Commission only reports measures endorsed by the National Quality Forum.
**National Quality Improvement Goals:**

**Mayo Clinic Health System - Franciscan Medical Center, Inc.**

HCO ID: 7650  
700 West Avenue South  
La Crosse, WI, 54601

<table>
<thead>
<tr>
<th>Measure Area</th>
<th>Nationwide</th>
<th>Statewide</th>
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</thead>
<tbody>
<tr>
<td>Perinatal Care Compared to Other Joint Commission Accredited Organizations</td>
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<td>⚫ 2</td>
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</table>

<table>
<thead>
<tr>
<th>Measure</th>
<th>Hospital Results</th>
<th>Nationwide Top 10% Scored at Least</th>
<th>Average Rate</th>
<th>Statewide Top 10% Scored at Least</th>
<th>Average Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elective Delivery</td>
<td>🍀 0% of 40 Eligible Patients</td>
<td>Nationwide</td>
<td>Top 10% Scored at Least</td>
<td>0%</td>
<td>2%</td>
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</tbody>
</table>

**Quarterly Measure Results**

<table>
<thead>
<tr>
<th>Number of Eligible Patients</th>
<th>Rate</th>
<th>Nationwide Average</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Jan - Mar 2019</strong></td>
<td>40</td>
<td>0% 2%</td>
</tr>
<tr>
<td><strong>Apr - Jun 2019</strong></td>
<td>40</td>
<td>0% 2%</td>
</tr>
<tr>
<td><strong>Jul - Sep 2019</strong></td>
<td>40</td>
<td>0% 2%</td>
</tr>
<tr>
<td><strong>Oct - Dec 2019</strong></td>
<td>40</td>
<td>0% 2%</td>
</tr>
</tbody>
</table>

*State results are not calculated for the National Patient Safety Goals.*
<table>
<thead>
<tr>
<th>Measure</th>
<th>Hospital Results</th>
<th>Nationwide Top 10% Scored at Least</th>
<th>Average Rate</th>
<th>Statewide Top 10% Scored at Least</th>
<th>Average Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cesarean Birth</td>
<td></td>
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<tr>
<td>Read More</td>
<td></td>
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<tr>
<td>See Quarterly Results</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Exclusive Breast Milk Feeding</th>
<th>Hospital Results</th>
<th>Nationwide Top 10% Scored at Least</th>
<th>Average Rate</th>
<th>Statewide Top 10% Scored at Least</th>
<th>Average Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read More</td>
<td></td>
<td></td>
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<tr>
<td>See Quarterly Results</td>
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</table>

Quarterly Measure Results

Number of Eligible Patients
Rate
 Nationwide Average

<table>
<thead>
<tr>
<th>Time Frame</th>
<th>Number of Eligible Patients</th>
<th>Rate</th>
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<tbody>
<tr>
<td>Jan - Mar 2019</td>
<td>1</td>
<td>25%</td>
</tr>
<tr>
<td>Apr - Jun 2019</td>
<td>1</td>
<td>25%</td>
</tr>
<tr>
<td>Jul - Sep 2019</td>
<td>1</td>
<td>25%</td>
</tr>
<tr>
<td>Oct - Dec 2019</td>
<td>1</td>
<td>25%</td>
</tr>
<tr>
<td>Measure</td>
<td>Hospital Results</td>
<td>Nationwide Top 10% Scored at Least</td>
</tr>
<tr>
<td>------------------</td>
<td>------------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>Antenatal Steroids</td>
<td>✔️ 75% of 4 Eligible Patients</td>
<td>Nationwide</td>
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## Quarterly Measure Results

<table>
<thead>
<tr>
<th></th>
<th>Number of Eligible Patients</th>
<th>Rate</th>
<th>Nationwide Average</th>
<th>Statewide Average</th>
<th>Top 10% Scored at Least</th>
<th>Average Rate</th>
<th>Statewide Top 10% Scored at Least</th>
<th>Average Rate</th>
</tr>
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<tbody>
<tr>
<td><strong>Number of Eligible Patients</strong></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td><strong>Nationwide Average</strong></td>
<td></td>
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<td></td>
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<tr>
<td><strong>Jan - Mar 2019</strong></td>
<td>4</td>
<td>4</td>
<td>98%</td>
<td></td>
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<tr>
<td><strong>Apr - Jun 2019</strong></td>
<td>4</td>
<td>4</td>
<td>99%</td>
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<tr>
<td><strong>Jul - Sep 2019</strong></td>
<td>1</td>
<td>1</td>
<td>99%</td>
<td></td>
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<tr>
<td><strong>Oct - Dec 2019</strong></td>
<td>1</td>
<td>1</td>
<td>98%</td>
<td></td>
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</tr>
</tbody>
</table>

### Unexpected Complications in Term Newborns per 1000 Livebirths - Overall Rate

- **Hospital Results**: 10
- **27% of 565 Eligible Patients**

**Read More**

**See Quarterly Results**

**National Average**

- Top 10% Scored at Least: 17%
- Average Rate: 32%

**Statewide Average**

- Top 10% Scored at Least: 13%
- Average Rate: 26%
<table>
<thead>
<tr>
<th>Measure</th>
<th>Hospital Results</th>
<th>Nationwide Top 10% Scored at Least</th>
<th>Average Rate</th>
<th>Statewide Top 10% Scored at Least</th>
<th>Average Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate</td>
<td>10</td>
<td>11% of 565 Eligible Patients</td>
<td></td>
<td>6%</td>
<td>13%</td>
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</tbody>
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See Quarterly Results
### Quarterly Measure Results

<table>
<thead>
<tr>
<th>Measure</th>
<th>Hospital Results</th>
<th>Nationwide</th>
<th>Average Rate</th>
<th>Statewide</th>
<th>Average Rate</th>
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<tbody>
<tr>
<td>Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate</td>
<td>10</td>
<td>3%</td>
<td>18%</td>
<td>0%</td>
<td>14%</td>
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<table>
<thead>
<tr>
<th>Measure</th>
<th>Nationwide</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>Number of Eligible Patients</td>
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<td></td>
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<tr>
<td>Rate</td>
<td>Nationwide</td>
<td>Statewide</td>
</tr>
<tr>
<td>Nationwide Average</td>
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</tbody>
</table>

**Jan - Mar 2019**
- Number of Eligible Patients: 565
- Rate: 14%

**Apr - Jun 2019**
- Number of Eligible Patients: 565
- Rate: 0%

**Jul - Sep 2019**
- Number of Eligible Patients: 565
- Rate: 29%

**Oct - Dec 2019**
- Number of Eligible Patients: 565
- Rate: 0%
<table>
<thead>
<tr>
<th>Measure Area</th>
<th>Nationwide</th>
<th>Statewide</th>
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</thead>
<tbody>
<tr>
<td>Emergency Department Compared to Other Joint Commission Accredited Organizations</td>
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<td>2</td>
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<table>
<thead>
<tr>
<th>Measure</th>
<th>Hospital Results</th>
<th>Nationwide Top 10% Scored at Most</th>
<th>Weighted Median</th>
<th>Statewide Top 10% Scored at Least</th>
<th>Weighted Median</th>
<th>Average Rate</th>
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<tbody>
<tr>
<td>Admit Decision Time to ED Departure Time for Admitted Patients</td>
<td>67.00 minutes 457 eligible Patients</td>
<td>Nationwide</td>
<td>Top 10% Scored at Least</td>
<td>55.00</td>
<td>133.00</td>
<td>44.63 73.61</td>
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<td>See Quarterly Results</td>
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<tr>
<td>Number of Eligible Patients</td>
<td>Weighted Median Minutes</td>
<td>Nationwide Weighted Median Minutes</td>
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<td><strong>Jan - Mar 2019</strong></td>
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<tr>
<td>457</td>
<td>69.00</td>
<td>149.03</td>
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<tr>
<td><strong>Apr - Jun 2019</strong></td>
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<tr>
<td>457</td>
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<td>129.15</td>
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<td><strong>Jul - Sep 2019</strong></td>
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<td>457</td>
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<td><strong>Oct - Dec 2019</strong></td>
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<td>457</td>
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