Quality Report
## Mayo Clinic Health System - Northwest Wisconsin Region, Inc

DBA: Mayo Clinic Health System in Eau Claire  
HCO ID: 7632  
1221 Whipple Street  
Eau Claire, WI, 54702-4105  
(715) 838-3311  
www.mayoclinichealthsystem.org

### 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>7/15/2021</td>
<td>7/2/2021</td>
<td>7/2/2021</td>
</tr>
<tr>
<td>Home Care</td>
<td>Accredited</td>
<td>10/12/2019</td>
<td>10/11/2019</td>
<td>10/11/2019</td>
</tr>
<tr>
<td>Hospital</td>
<td>Accredited</td>
<td>10/12/2019</td>
<td>10/11/2019</td>
<td>10/11/2019</td>
</tr>
</tbody>
</table>
Primary Stroke Center

Certification Decision

Certification Effective Date
8/21/2021

Last Full Survey Date
8/20/2021

Last On-Site Survey Date
8/20/2021

Sites

Mayo Clinic Health System - Northwest Wisconsin Region, Inc
DBA: Mayo Clinic Health System in Eau Claire

Eau Claire, WI, 54702-4105

Available Services

- Allergen Extract (Inpatient)
- Behavioral Health (Day Programs - Adult)
- Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult)
- Behavioral Health (Partial Hospitalization - Adult)
- Brachytherapy (Imaging/Diagnostic Services)
- Cardiac Catheterization Lab (Surgical Services)
- Cardiac Surgery (Surgical Services)
- Cardiothoracic Surgery (Surgical Services)
- CT Scanner (Imaging/Diagnostic Services)
- 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)
- Inpatient Unit (Inpatient)
- Interventional Radiology (Imaging/Diagnostic Services)
- Labor & Delivery (Inpatient)
- 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)
- Normal Newborn Nursery (Inpatient)
- Nuclear Medicine (Imaging/Diagnostic Services)
• Nuclear Pharmacy (Inpatient )
• Ophthalmology (Surgical Services )
• Orthopedic Surgery (Surgical Services )
• Outpatient Clinics (Outpatient )
• Plastic Surgery (Surgical Services )
• Positron Emission Tomography (PET) (Imaging/Diagnostic Services )
• Post Anesthesia Care Unit (PACU) (Inpatient )
• Sleep Laboratory (Sleep Laboratory )
• Sterile Medication Compounding (Inpatient )
• Surgical ICU (Intensive Care Unit )
• Teleradiology (Imaging/Diagnostic Services )
• Thoracic Surgery (Surgical Services )
• Ultrasound (Imaging/Diagnostic Services )
• Urology (Surgical Services )
• Vascular Surgery (Surgical Services )

Certification Programs

• Primary Stroke Center

Mayo Clinic Health System - Northwest Wisconsin Region, Inc
DBA: Mayo Clinic Health System in Eau Claire

Eau Claire, WI, 54703

Available Services

• Administration of Blood Product (Outpatient )
• Administration of High Risk Medications (Outpatient )
• Behavioral Health (Non 24 Hour Care - Adult )
• Behavioral Health (Non 24 Hour Care - Child/Youth )
• Eating Disorders
• Eating Disorders
• Eating Disorders (Outpatient - Adult )
• Eating Disorders (Outpatient - Child/Youth )
• Eating Disorders (Non 24 Hour Care - Adult )
• Eating Disorders (Non 24 Hour Care - Child/Youth )
• Outpatient Clinics (Outpatient )
• Perform Invasive Procedure (Outpatient )

Mayo Clinic Health System - Northwest Wisconsin Region, Inc
DBA: Mayo Clinic Health System in Eau Claire
733 W. Clairemont Avenue
Eau Claire, WI, 54701

Available Services

• Outpatient Clinics (Outpatient )

Mayo Clinic Health System - Northwest Wisconsin Region, Inc
DBA: Outpatient Behavioral Health Services

Rice Lake, WI, 54868-2239

Available Services

• Behavioral Health (Non 24 Hour Care - Adult )
• Behavioral Health (Non 24 Hour Care - Child/Youth )
Mayo Clinic Health System - Northwest Wisconsin Region, Inc
DBA: Dialysis Services
1222 E.Woodland Ave.
Barron, WI, 54812-1798

Available Services

- Dialysis (Outpatient)
- Outpatient Clinics (Outpatient)

Mayo Clinic Health System - Northwest Wisconsin Region, Inc
DBA: Dialysis Services
407 21st St. SE
Menomonie, WI, 54751

Available Services

- Dialysis (Outpatient)
- Outpatient Clinics (Outpatient)

Mayo Clinic Health System - Northwest Wisconsin Region, Inc
DBA: Dialysis Services
3845 London Road
Eau Claire, WI, 54701

Available Services

- Dialysis (Outpatient)
- Outpatient Clinics (Outpatient)

Mayo Clinic Health System - Northwest Wisconsin Region, Inc
DBA: Outpatient Behavioral Health Services
Chippewa Falls, WI, 54729

Available Services

- Behavioral Health (Non 24 Hour Care - Adult)

Mayo Clinic Health System - Northwest Wisconsin Region, Inc
DBA: Home Health & Hospice
2403 Stout Rd
Menomonie, WI, 54751

Available Services

- Home Health Aides
- Home Health, Non-Hospice Services
- Hospice Care
- Medical Social Services
- Occupational Therapy
- Physical Therapy
- Skilled Nursing Services
- Speech Language Pathology

Mayo Clinic Health System - Northwest Wisconsin Region, Inc
DBA: Home Health & Hospice
1222 E. Woodland Ave.
Available Services

- Home Health Aides
- Home Health, Non-Hospice Services
- Hospice Care
- Medical Social Services
- Occupational Therapy
- Physical Therapy
- Skilled Nursing Services
- Speech Language Pathology

Mayo Clinic Health System- Northwest Wisconsin Region, Inc.
DBA: Mayo Clinic Health System in Eau Claire
200 Spring St
Eau Claire, WI, 54701

Available Services

- Home Health Aides
- Home Health, Non-Hospice Services
- Hospice Care
- Medical Social Services
- Occupational Therapy
- Physical Therapy
- Skilled Nursing Services
- Speech Language Pathology

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

- 2012 Silver - The Medal of Honor for Organ Donation
- 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
New Changes to Quarterly Measure

- 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>2019 National Patient Safety Goals</th>
<th>Nationwide Comparison:</th>
<th>Statewide Comparison:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Care</td>
<td>2019 National Patient Safety Goals</td>
<td>National Comparison:</td>
<td>Statewide Comparison:</td>
</tr>
<tr>
<td>Behavioral Health Care and Human Services</td>
<td>2021 National Patient Safety Goals</td>
<td>National Comparison:</td>
<td>Statewide Comparison:</td>
</tr>
</tbody>
</table>

Reporting Period: April 2020 - March 2021
National Quality Improvement Goals:

<table>
<thead>
<tr>
<th>Perinatal Care</th>
<th>National Comparison:</th>
<th>Statewide Comparison:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>
**National Quality Improvement Goals:**

**Mayo Clinic Health System - Northwest Wisconsin Region, Inc**

HCO ID: 7632  
1221 Whipple Street  
Eau Claire, WI, 54702-4105

<table>
<thead>
<tr>
<th>Measure Area</th>
<th>Nationwide</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perinatal Care Compared to Other Joint Commission Accredited Organizations</td>
<td>2%</td>
<td>2%</td>
</tr>
</tbody>
</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 83 Eligible Patients</td>
<td>Nationwide</td>
<td>Top 10% Scored at Least</td>
<td>0%</td>
<td>Statewide</td>
</tr>
</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>Apr - Jun 2020</td>
<td>83</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2%</td>
</tr>
<tr>
<td>Jul - Sep 2020</td>
<td>83</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2%</td>
</tr>
<tr>
<td>Oct - Dec 2020</td>
<td>83</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2%</td>
</tr>
<tr>
<td>Jan - Mar 2021</td>
<td>83</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3%</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>Nationwide Average Rate</th>
<th>Statewide Top 10% Scored at Least</th>
<th>Statewide Average Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cesarean Birth</td>
<td>0% of Eligible Patients</td>
<td></td>
<td></td>
<td>16%</td>
<td>25%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Top 10% Scored at Least</td>
<td>Least</td>
<td>14%</td>
<td>22%</td>
</tr>
<tr>
<td>Exclusive Breast Milk Feeding</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>73% of 924 Eligible Patients</td>
<td></td>
<td></td>
<td>71%</td>
<td>50%</td>
</tr>
</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>Apr - Jun 2020</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>25%</td>
<td>25%</td>
</tr>
<tr>
<td>Jul - Sep 2020</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>25%</td>
<td>25%</td>
</tr>
<tr>
<td>Oct - Dec 2020</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>26%</td>
<td>26%</td>
</tr>
<tr>
<td>Jan - Mar 2021</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>25%</td>
<td>25%</td>
</tr>
</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>Apr - Jun 2020</td>
<td>924</td>
<td>65%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>53%</td>
</tr>
<tr>
<td>Jul - Sep 2020</td>
<td>924</td>
<td>72%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>50%</td>
</tr>
<tr>
<td>Oct - Dec 2020</td>
<td>924</td>
<td>77%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>49%</td>
</tr>
<tr>
<td>Jan - Mar 2021</td>
<td>924</td>
<td>78%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>49%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Measure</th>
<th>Hospital Results</th>
<th>Nationwide Top 10% Scored at Least</th>
<th>Average Rate</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>
<th>10% 26%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unexpected Complications in Term Newborns per 1000 livebirths - Overall Rate</td>
<td>☑️ 51% of 882 Eligible Patients</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Quarterly Measure Results

<table>
<thead>
<tr>
<th>Measure</th>
<th>Hospital Results</th>
<th>Nationwide Average</th>
<th>Statewide Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate</td>
<td>26% of 882 Eligible Patients</td>
<td>Top 10% Scored at Least</td>
<td>Average Rate</td>
</tr>
<tr>
<td></td>
<td>Nationwide</td>
<td>Top 10% Scored at Least</td>
<td>Statewide</td>
</tr>
<tr>
<td></td>
<td>5%</td>
<td>13%</td>
<td>Average Rate</td>
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</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>Apr - Jun 2020</td>
<td>882</td>
<td>38%</td>
</tr>
<tr>
<td>Jul - Sep 2020</td>
<td>882</td>
<td>17%</td>
</tr>
<tr>
<td>Oct - Dec 2020</td>
<td>882</td>
<td>30%</td>
</tr>
<tr>
<td>Jan - Mar 2021</td>
<td>882</td>
<td>19%</td>
</tr>
</tbody>
</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>Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate</td>
<td>25% of 882 Eligible Patients</td>
<td>Nationwide Top 10% Scored at Least</td>
<td>2%</td>
<td>Statewide Top 10% Scored at Least</td>
<td>18%</td>
</tr>
</tbody>
</table>

See Quarterly Results

Read More
<table>
<thead>
<tr>
<th></th>
<th>Number of Eligible Patients</th>
<th>Rate</th>
<th>Nationwide Average</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Apr - Jun 2020</strong></td>
<td>882</td>
<td>33%</td>
<td>17%</td>
</tr>
<tr>
<td><strong>Jul - Sep 2020</strong></td>
<td>882</td>
<td>26%</td>
<td>18%</td>
</tr>
<tr>
<td><strong>Oct - Dec 2020</strong></td>
<td>882</td>
<td>15%</td>
<td>18%</td>
</tr>
<tr>
<td><strong>Jan - Mar 2021</strong></td>
<td>882</td>
<td>24%</td>
<td>18%</td>
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</table>