



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



Quality Report





Northwest Community Hospital

HCO ID: 4656
800 West Central Road
Arlington Heights, IL, 60005
(847) 618-1000
www.nch.org

Summary of Quality Information

Accreditation Programs

[View Accreditation History](#)



[Home Care](#)

Accreditation Decision
[Accredited](#)

Effective Date
10/19/2017

Last Full Survey Date
10/18/2017

Last On-Site Survey Date
10/18/2017



[Hospital](#)

Accreditation Decision
[Accredited](#)

Effective Date
10/21/2017

Last Full Survey Date
10/20/2017

Last On-Site Survey Date
10/20/2017

Advanced Certification Programs

[View Certification History](#)



[Advanced Comprehensive Stroke Center](#)

Certification Decision

[Certification](#)

Effective Date

1/7/2021

Last Full Survey Date

1/6/2021

Last On-Site Survey Date

1/6/2021



[Perinatal Care Certification](#)

Certification Decision

[Certification](#)

Effective Date

7/24/2019

Last Full Survey Date

6/19/2019

Last On-Site Survey Date

6/19/2019

Sites

1450 Busch Parkway

DBA: 1450 Busch Parkway

1450 Busch Parkway

Buffalo Grove, IL, 60089

Available Services

- Outpatient Clinics (Outpatient)

Other Clinics/Practices Located at This Site:

- NCH Imaging
- NCL Draw Site

Buffalo Grove Immediate Care Center

DBA: Northwest Community Hospital

15 South McHenry Road

Buffalo Grove, IL, 60089

Available Services

- Outpatient Clinics (Outpatient)

Other Clinics/Practices Located at This Site:

- Buffalo Grove Physical Rehabilitation

Busse Center

DBA: Busse Center
880 West Central Road
Arlington Heights, IL, 60005

Available Services

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

Other Clinics/Practices Located at This Site:

- Breast Center
- GI Lab
- Outpatient Lab

Kildeer Outpatient Care Center

DBA: Northwest Community Hospital
21481 Rand Road
Kildeer, IL, 60047

Available Services

- Outpatient Clinics (Outpatient)

Other Clinics/Practices Located at This Site:

- Kildeer Breast Imaging Center
- Kildeer Cardiac Diagnostics
- Kildeer Cardiac Rehabilitation
- Kildeer Immediate Care Center
- Kildeer Laboratory
- Kildeer Physical Rehabilitation

Mount Prospect ICC

DBA: Northwest Community Hospital
199 West Rand Road
Mount Prospect, IL, 60056

Available Services

- Outpatient Clinics (Outpatient)

Other Clinics/Practices Located at This Site:

- Atherton Heart Failure Clinic
- Mount Prospect Physical Rehabilitation

NCH Arlington Heights 1410 Mammography

DBA: NCH Arlington Heights 1410 Mammography

1410 Arlington Heights Road
Arlington Heights, IL, 60005

Available Services

- Outpatient Clinics (Outpatient)

NCH Cardiac Diagnostics at Arlington Heights

DBA: Northwest Community Hospital
1632 W. Central Road
Arlington Heights, IL, 60005

Available Services

- Outpatient Clinics (Outpatient)

NCH Occupational Wellness and Rehabilitation

DBA: NCH Occupational Wellness and Rehabilitation
455 S. Roselle Road
Schaumburg, IL, 60193

Available Services

- Outpatient Clinics (Outpatient)

NCH Outpatient Center

DBA: Northwest Community Hospital
3300 Kirchoff Road
Rolling Meadows, IL, 60008

Available Services

- Outpatient Clinics (Outpatient)

Other Clinics/Practices Located at This Site:

- Physical Medicine and Rehab (PT, OT, ST)
- Rolling Meadows Day Rehab

NCH Rehab

DBA: Harper College Physical Rehab Services
1200 W. Algonquin Rd, Bldg M
Palatine, IL, 60067

Available Services

- Outpatient Clinics (Outpatient)

NCL Draw Site

DBA: NCL Draw Site
1051 Rand Road
Arlington Heights, IL, 60004

Available Services

- Outpatient Clinics (Outpatient)

Other Clinics/Practices Located at This Site:

- NCH PMR

Northwest Community Hospital

901 West Kirchoff Road
Arlington Heights, IL, 60005

Available Services

- Behavioral Health (Non 24 Hour Care - Adult)
- Behavioral Health (Non 24 Hour Care - Child/Youth)
- Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult)
- Behavioral Health (24-hour Acute Care/Crisis Stabilization - Child/Youth)
- Chemical Dependency (Non 24 Hour Care - Adult)
- Chemical Dependency (Residential Care - Adult)
- Chemical Dependency (Non-detox - Adult)

Northwest Community Hospital

800 West Central Road
Arlington Heights, IL, 60005

Available Services

- Brachytherapy (Imaging/Diagnostic Services)
- Cardiac Catheterization Lab (Surgical Services)
- Cardiac Surgery (Surgical Services)
- Cardiothoracic Surgery (Surgical Services)
- Cardiovascular Unit (Inpatient)
- CT Scanner (Imaging/Diagnostic Services)
- Ear/Nose/Throat Surgery (Surgical Services)
- EEG/EKG/EMG Lab (Imaging/Diagnostic Services)
- Gastroenterology (Surgical Services)
- General Laboratory Tests
- 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)
- Medical /Surgical Unit (Inpatient)
- Medical 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)
- Ophthalmology (Surgical Services)
- Orthopedic Surgery (Surgical Services)
- Orthopedic/Spine Unit (Inpatient)
- Pediatric Unit (Inpatient)
- Plastic Surgery (Surgical Services)
- Positron Emission Tomography (PET) (Imaging/Diagnostic Services)
- Post Anesthesia Care Unit (PACU) (Inpatient)
- Radiation Oncology (Imaging/Diagnostic Services)
- Rehabilitation Unit (Inpatient)
- Rehabilitation Unit (24-hour Acute Care/Crisis Stabilization)

- Sleep Laboratory (Sleep Laboratory)
- Sterile Medication Compounding (Inpatient)
- Surgical ICU (Intensive Care Unit)
- Surgical Unit (Inpatient)
- Thoracic Surgery (Surgical Services)
- Ultrasound (Imaging/Diagnostic Services)
- Urology (Surgical Services)
- Vascular Surgery (Surgical Services)

Certification Programs

- Advanced Comprehensive Stroke Center
- Perinatal Care Certification

Northwest Community Hospital Home Care

DBA: Northwest Community Hospital
3040 Salt Creek Lane
Arlington Heights, IL, 60005

Available Services

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

Schaumburg Immediate Care Center

DBA: Northwest Community Hospital
519 South Roselle Road
Schaumburg, IL, 60194

Available Services

- Urgent Care (Outpatient)

Wellness Center

DBA: Wellness Center
900 West Central Road
Arlington Heights, IL, 60005

Available Services

- Outpatient Clinics (Outpatient)

Other Clinics/Practices Located at This Site:

- Cardiopulmonary Rehabilitation
- Physical Rehabilitation

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** Magnet Award
- **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

-  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 | 2017 National Patient Safety Goals | Nationwide Comparison: | Statewide Comparison: |
| Home Care | 2017 National Patient Safety Goals | Nationwide Comparison: | Statewide Comparison: |
| <p>Reporting Period: January 2019 - December 2019</p> <p>National Quality Improvement Goals:</p> | | | |
| | Emergency Department | National Comparison: 2 | Statewide Comparison: 2 |
| | Perinatal Care | National Comparison: 2 | Statewide Comparison: 2 |

[New Changes to Quarterly Measure](#)

[Download Quarterly Measure Results](#)

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

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

National Quality Improvement Goals:

Northwest Community Hospital

HCO ID: 4656
 800 West Central Road
 Arlington Heights , IL, 60005

| | | |
|--|------------|-----------|
| Measure Area | Nationwide | Statewide |
| Perinatal Care Compared to Other Joint Commission Accredited Organizations | 2 | 2 |
| Read More | | |

| Measure | Hospital Results | Nationwide Top 10% Scored at Least | Average Rate | Statewide Top 10% Scored at Least | Average Rate | Average Rate | Average Rate |
|---|---------------------------------|------------------------------------|-------------------------|-----------------------------------|--------------|--------------|--------------|
| Elective Delivery Read More See Quarterly Results | 4% of 236 Eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 0% | 2% | Average Rate | 0% 2% |

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2019

236

0%

2%

Apr - Jun 2019

236

6%

2%

Jul - Sep 2019

236

0%

2%

Oct - Dec 2019

236

8%

2%

| Measure | Hospital Results | Nationwide Top 10% Scored at Least | Average Rate | Statewide Top 10% Scored at Least | Average Rate | | |
|--|------------------------------|------------------------------------|-------------------------|-----------------------------------|--------------|--------------|---------|
| Cesarean Birth Read More See Quarterly Results | ⊕ 0% of Eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 12% | 25% | Average Rate | 11% 24% |

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2019

1

1

25%

Apr - Jun 2019

1

1

25%

Jul - Sep 2019

1

1

25%

Oct - Dec 2019

1

1

25%

| Measure | Hospital Results | Nationwide Top 10% Scored at Least | Average Rate | Statewide Top 10% Scored at Least | Average Rate | | |
|---|------------------------------|------------------------------------|-------------------------|-----------------------------------|--------------|--------------|---------|
| Exclusive Breast Milk Feeding Read More See Quarterly Results | 44% of 412 Eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 73% | 51% | Average Rate | 60% 45% |

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2019

412

39%

51%

Apr - Jun 2019

412

44%

52%

Jul - Sep 2019

412

49%

51%

Oct - Dec 2019

412

43%

50%

| Measure | Hospital Results | Nationwide Top 10% Scored at Least | Average Rate | Statewide Top 10% Scored at Least | Average Rate | | |
|--|--|------------------------------------|-------------------------|-----------------------------------|--------------|--------------|----------|
| Antenatal Steroids Read More See Quarterly Results |  100% of 30 Eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 100% | 98% | Average Rate | 100% 99% |

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2019

30

100%

98%

Apr - Jun 2019

30

100%

99%

Jul - Sep 2019

30

100%


99%

Oct - Dec 2019

30

100%

98%

| Measure | Hospital Results | Nationwide Top 10% Scored at Least | Average Rate | Statewide Top 10% Scored at Least | Average Rate | Average Rate | |
|--|---|------------------------------------|-------------------------|-----------------------------------|--------------|--------------|---------|
| Unexpected Complications in Term Newborns per 1000 livebirths - Overall Rate Read More See Quarterly Results |  10 23% of 2133 Eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 17% | 32% | Average Rate | 17% 32% |

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2019

2133

25%

32%

Apr - Jun 2019

2133

25%

31%

Jul - Sep 2019

2133

21%

32%

Oct - Dec 2019

2133

20%

32%

| Measure | Hospital Results | Nationwide Top 10% Scored at Least | Average Rate | Statewide Top 10% Scored at Least | Average Rate | | |
|---|---------------------------------------|------------------------------------|-------------------------|-----------------------------------|--------------|--------------|--------|
| Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate Read More See Quarterly Results | ND 10 7% of 2133 Eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 6% | 13% | Average Rate | 5% 13% |

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2019

2133

6%

14%

Apr - Jun 2019

2133

9%

13%

Jul - Sep 2019

2133

4%

14%

Oct - Dec 2019

2133

7%

13%

| Measure | Hospital Results | Nationwide Top 10% Scored at Least | Average Rate | Statewide Top 10% Scored at Least | Average Rate | | |
|---|---|------------------------------------|-------------------------|-----------------------------------|--------------|--------------|--------|
| Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate | (N/D) 10 16% of 2133 Eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 3% | 18% | Average Rate | 5% 19% |
| Read More See Quarterly Results | | | | | | | |

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2019

2133

19%

18%

Apr - Jun 2019

2133

16%

18%

Jul - Sep 2019

2133

17%

19%

Oct - Dec 2019

2133

13%

19%

Measure Area

Nationwide Statewide

Emergency Department Compared to Other Joint Commission
[Read More](#) Accredited Organizations

ND 2

ND 2

| 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 Departure Time for Admitted Patients Read More See Quarterly Results | 93.00 minutes 786 eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 55.00 | 133.00 | 61.09 | 107.22 |

Quarterly Measure Results

Number of Eligible Patients
Weighted Median Minutes
Nationwide Weighted Median Minutes

Jan - Mar 2019

786
84.00
149.03

Apr - Jun 2019

786
92.00
129.15

Jul - Sep 2019

786
91.00
123.92

Oct - Dec 2019

786
106.00
129.12