



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

2/3/2017

Last Full Survey Date

12/12/2016

Last On-Site Survey Date

12/12/2016



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

4/17/2017

Last On-Site Survey Date

4/17/2017



Joint Replacement - Knee
Certification Decision

[Certification](#)

Effective Date

4/18/2017

Last Full Survey Date

4/17/2017

Last On-Site Survey Date

4/17/2017

Sites

Abdominal Organ Transplant Program

DBA: Transplant Clinic
140 Charlois Blvd.
Winston Salem, NC, 27103

Available Services

- Outpatient Clinics (Outpatient)

Dermatology Surgery - Country Club

DBA: Provider Based Clinics
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

Family Medicine - Piedmont Plaza

1920 West First Street
Winston Salem, NC, 27157

Available Services

- Outpatient Clinics (Outpatient)

Other Clinics/Practices Located at This Site:

- Family Medicine-Sports Medicine

Hematology and Oncology - Elkin

401 Eldon Parks Dr.
Elkin, NC, 28621

Available Services

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

Hematology and Oncology - Premier

4515 Premier Dr.
High Point, NC, 27265

Available Services

- Administration of Blood Product (Outpatient)
- Administration of High Risk Medications (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)
- 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:

- 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

DBA: Wake Forest Baptist Medical Center
 Medical Center Boulevard
 Winston Salem, NC, 27157

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)
- 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)
- Nuclear Medicine (Imaging/Diagnostic Services)
- 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)

- Sleep Laboratory (Sleep Laboratory)
- 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:

- Bone Marrow Transplant Outpatient Clinic
- Brenner Children's Hospital, Pediatric Otolaryngology (ENT)
- Eye Center - Janeway
- Geriatrics Clinic
- Hematology and Oncology
- Internal Medicine Multispecialty Clinics - Janeway
- Neurology
- Neurology Pediatrics
- Neuromuscular Clinic
- Neuropsychology
- Neurosurgery Clinic
- Pediatric Hematology and Oncology Clinic
- Pediatric Specialties - Brenner Children's Hospital
- Physical Medicine and Rehab
- Preoperative Assessment Clinic
- Radiation Oncology
- Surgery Multispecialty Clinics - Janeway
- Surgical Oncology - Comprehensive Cancer Center
- 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

University Internal Medicine-Country Club NC Baptist Hospita

4614 Country Club Road
Winston Salem, NC, 27104

Available Services

- Outpatient Clinics (Outpatient)

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
- **2012** ACS National Surgical Quality Improvement Program
- **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: April 2017 - March 2018			
National Quality Improvement Goals:			
Emergency Department		National Comparison: 2	Statewide Comparison: 2
Immunization		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:

North Carolina Baptist Hospital

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

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)	4 ----	Nationwide Statewide	Top 10% Scored at Least	0%	2%
				Average Rate	0% 1%

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Apr - Jun 2017

1

1

2%

Jul - Sep 2017

1

1

2%

Oct - Dec 2017

1

1

2%

Jan - Mar 2018

1

1

2%

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	
Median Time from ED Arrival to ED Departure for Admitted ED Patients Read More See Quarterly Results	ND 2 377.00 minutes 775 eligible Patients	Nationwide Statewide	Top 10% Scored at Least	205.00	319.00	232.34	312.33

Quarterly Measure Results

Number of Eligible Patients
 Weighted Median Minutes
 Nationwide Weighted Median Minutes

Apr - Jun 2017

775
 367.00
 309.83

Jul - Sep 2017

775
 381.00
 306.95

Oct - Dec 2017

775
 353.00
 313.19

Jan - Mar 2018

775
 405.00
 345.62

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	137.00 minutes 768 eligible Patients	Nationwide Statewide	Top 10% Scored at Least	55.00	135.00		60.32 122.50
	Read More See Quarterly Results						

Quarterly Measure Results

Number of Eligible Patients
 Weighted Median Minutes
 Nationwide Weighted Median Minutes

Apr - Jun 2017

768
 134.00
 127.60

Jul - Sep 2017

768
 132.00
 125.01

Oct - Dec 2017

768
 121.00
 130.37

Jan - Mar 2018

768
 161.00
 154.78

Measure Area	Nationwide	Statewide
Immunization Compared to Other Joint Commission Read More 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

Apr - Jun 2018

1

1

1

Jul - Sep 2018

1

1

1

Jan - Mar 2018

828

98%

95%

Oct - Dec 2017

828

94%

93%