



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 Decision | Effective Date | Last Full Survey Date | Last On-Site Survey Date |
|-------------------------------------|----------------|-----------------------|--------------------------|
| Hospital Accredited | 11/18/2017 | 11/17/2017 | 12/20/2017 |

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
- Obstetrics and Gynecology-Downtown Health Plaza
- Pediatrics-Downtown Health Plaza

Family Medicine - Piedmont Plaza

1920 West First Street
Winston Salem, NC, 27157

Available Services

- Outpatient Clinics (Outpatient)

Hematology and Oncology - Elkin

401 Eldon Parks Dr.
Elkin, NC, 28621

Available Services

- 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)

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
- 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 - Country Club NC Baptist Hospital Clinics
- 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:

- ENT/Head and Neck Surgery - Comp Rehab
- Orthopaedics - Multispecialty Clinic Medical Plaza Miller

North Carolina Baptist Hospital

DBA: Wake Forest Baptist Medical Center
Medical Center Boulevard

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
- Obstetrics & Gynecology

University Internal Medicine-Country Club NC Baptist Hospita

4614 Country Club Road
Winston Salem, NC, 27104

Available Services

- Outpatient Clinics (Outpatient)

Other Clinics/Practices Located at This Site:

- Weight Management Center-Country Club NC Baptist Hospital Cl

Winston East Pediatrics of Baptist Hospital

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

Available Services

- 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







- **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 | 2017 National Patient Safety Goals | Nationwide Comparison: | Statewide Comparison: |
|----------|--|--|---|
| | Reporting Period: October 2016 - September 2017 | | |
| | National Quality Improvement Goals: | | |
| | Emergency Department | Nationwide Comparison:  2 | Statewide Comparison:  2 |
| | Immunization | Nationwide Comparison:  2 | Statewide Comparison:  2 |
| | Perinatal Care | Nationwide 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

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

| | | |
|--|----------------------|---------|
| Measure Area | Nationwide Statewide | |
| Perinatal Care Compared to Other Joint Commission Accredited Organizations | (N/D) 2 | (N/D) 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) | (N/D) 8 ---- | 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 2016

1
1

2%

Jan - Mar 2017

1
1

2%

Apr - Jun 2017

1
1

2%

Jul - Sep 2017

1
1

2%

| | | |
|--|----------------------|---------|
| Measure Area | Nationwide Statewide | |
| Emergency Department Compared to Other Joint Commission Accredited Organizations | (N/D) 2 | (N/D) 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 | (N/D) 2 364.00 minutes 833 eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 205.00 | 317.00 | Average Rate | 230.05 316.10 |

Quarterly Measure Results

Number of Eligible Patients
 Weighted Median Minutes
 Nationwide Weighted Median Minutes

Oct - Dec 2016

833
 353.00
 310.24

Jan - Mar 2017

833
 355.00
 337.11

Apr - Jun 2017

833
 367.00
 309.64

Jul - Sep 2017

833
 381.00
 306.85

| 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 | N/D ² | | | | | | |
| Departure Time for Admitted Patients | 129.00 minutes 833 eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 55.00 | 131.00 | 57.46 | 126.09 |
| | Read More See Quarterly Results | | | | | | |

Quarterly Measure Results

Number of Eligible Patients
 Weighted Median Minutes
 Nationwide Weighted Median Minutes

Oct - Dec 2016

833
 126.00
 125.24

Jan - Mar 2017

833
 125.00
 146.09

Apr - Jun 2017

833
 134.00
 127.39

Jul - Sep 2017

833
 132.00
 124.86

| 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 | 88% of 812 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 2017

1

1

1

Jul - Sep 2017

1

1

1

Jan - Mar 2017

812

89%

95%

Oct - Dec 2016

812

87%

93%