



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



# Quality Report





# Reading Hospital

HCO ID: 6220  
420 S. 5th Ave.  
West Reading, PA, 19611  
(484) 628-8000  
[reading.towerhealth.org](http://reading.towerhealth.org)

## Summary of Quality Information

### Accreditation Programs

#### [View Accreditation History](#)

	<u><a href="#">Behavioral Health Care and Human Services</a></u>	<b>Accreditation Decision</b> <u><a href="#">Accredited</a></u>	<b>Effective Date</b> 3/4/2020	<b>Last Full Survey Date</b> 3/3/2020	<b>Last On-Site Survey Date</b> 3/3/2020
	<u><a href="#">Home Care</a></u>	<b>Accreditation Decision</b> <u><a href="#">Accredited</a></u>	<b>Effective Date</b> 3/6/2020	<b>Last Full Survey Date</b> 3/5/2020	<b>Last On-Site Survey Date</b> 3/5/2020
	<u><a href="#">Hospital</a></u>	<b>Accreditation Decision</b> <u><a href="#">Accredited</a></u>	<b>Effective Date</b> 3/7/2020	<b>Last Full Survey Date</b> 3/6/2020	<b>Last On-Site Survey Date</b> 9/2/2020

## Advanced Certification Programs

### [View Certification History](#)



### [Advanced Total Hip and Total Knee Replacement](#)

**Certification Decision**

[Certification](#)

**Effective Date**

11/14/2019

**Last Full Survey Date**

11/13/2019

**Last On-Site Survey Date**

11/13/2019



### [Primary Stroke Center](#)

**Certification Decision**

[Certification](#)

**Effective Date**

7/20/2021

**Last Full Survey Date**

7/19/2021

**Last On-Site Survey Date**

7/19/2021

## Core Certification Programs



### Asthma, Pediatrics

#### **Certification Decision**

#### Certification

#### **Effective Date**

5/18/2019

#### **Last Full Survey Date**

5/28/2019

#### **Last On-Site Survey Date**

5/28/2019



### Heart Failure

#### **Certification Decision**

#### Certification

#### **Effective Date**

5/18/2019

#### **Last Full Survey Date**

5/17/2019

#### **Last On-Site Survey Date**

5/17/2019

## Sites

### **Reading Hospital**

420 S. 5th Ave.

West Reading, PA, 19611

#### **Available Services**

- Brachytherapy (Imaging/Diagnostic Services )
- Breast Prostheses and Accessories
- Cardiac Catheterization Lab (Surgical Services )
- Cardiac Surgery (Surgical Services )
- Cardiothoracic Surgery (Surgical Services )
- 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 )
- 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 )
- 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 )
- Prosthetics (Home Medical Equipment)
- Radiation Oncology (Imaging/Diagnostic Services )
- Sleep Laboratory
- Sleep Laboratory (Sleep Laboratory )
- Sterile Medication Compounding (Inpatient )
- 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**

- Advanced Total Hip and Total Knee Replacement
- Asthma, Pediatrics
- Heart Failure
- Primary Stroke Center

### **Other Clinics/Practices Located at This Site:**

- Apheresis R3E
- Cancer Infusion Center
- Center for Public Health
- Employee Health Services/Occupational Health Services, Suite
- Family Health Care Center
- Image Recovery Center
- Maternal Fetal Medicine
- Outpatient Nutrition Services, Suite 310
- Outpatient Services Clinic
- Reading Hospital Imaging, Suite 365
- Reading Hospital Outpatient Pharmacy , Suite 300
- Reading Hospital Transplant Center, Suite 2070
- Reading Hospital Transplant Center, Suite 3120
- TRHMC Internal Medicine Practice
- TRHMC Laboratory Services, Suites 110
- Womens Health Center

## **Reading Hospital Children's Health Center**

206 South Sixth Avenue  
West Reading, PA, 19611

### **Available Services**

- Single Specialty Practitioner (Outpatient )

### **Certification Programs**

- Asthma, Pediatrics

## **Reading Hospital Imaging**

957 Benjamin Franklin Highway  
Douglassville, PA, 19518

### **Available Services**

- Outpatient Clinics (Outpatient )

### **Other Clinics/Practices Located at This Site:**

- Reading Hospital Laboratory

## **Reading Hospital Lab at Kenhorst**

600 High Boulevard  
Reading, PA, 19607

### **Available Services**

- Laboratory Draw Station (Outpatient )

## **Reading Hospital Outpatient Mental Health**

101 Wellness Way  
Reading, PA, 19605

### **Available Services**

- Single Specialty Practitioner (Outpatient )

## **Reading Hospital Outpatient Therapy**

7189 Bernville Rd.  
Bernville, PA, 19506

### **Available Services**

- Outpatient Clinics (Outpatient )

## **Reading Hospital Outpatient Therapy**

3701 Perkiomen Ave  
Reading, PA, 19606

### **Available Services**

- Single Specialty Practitioner (Outpatient )

## **Reading Hospital Pathology Sinking Spring**

20 Colorado Avenue

Sinking Spg, PA, 19608

### **Available Services**

- Single Specialty Practitioner (Outpatient )

### **Reading Hospital Physical Therapy**

1200 Rockland Street  
Reading, PA, 19604

### **Available Services**

- Single Specialty Practitioner (Outpatient )

### **Reading Hospital Rehabilitation at Wyomissing**

2802 Papermill Road  
Wyomissing, PA, 19610

### **Available Services**

- Inpatient Unit (Inpatient )
- Neuro/Spine Unit (Inpatient )
- Non-Sterile Medication Compounding (Inpatient )
- Outpatient Clinics (Outpatient )
- Rehabilitation Unit (Inpatient )
- Rehabilitation Unit (24-hour Acute Care/Crisis Stabilization )
- Sterile Medication Compounding (Inpatient )

### **Other Clinics/Practices Located at This Site:**

- TRH Post Acute Rehab Therapy Services

### **The Reading Hospital at Elverson**

310 Darby Square  
Elverson, PA, 19520

### **Available Services**

- Outpatient Clinics (Outpatient )

### **Other Clinics/Practices Located at This Site:**

- The Reading Hospital Imaging Services at Elverson
- The Reading Hospital Laboratory Services at Elverson

### **The Reading Hospital at Spring Ridge**

2603 Keiser Blvd  
Wyomissing, PA, 19610

### **Available Services**

- Outpatient Clinics (Outpatient )

### **Other Clinics/Practices Located at This Site:**

- The Reading Hospital Imaging Services at Spring Ridge
- The Reading Hospital Laboratory Services at Spring Ridge
- The Reading Hospital Wound Healing & Hyperbaric Medicine Cen

## **The Reading Hospital at Wyomissing Plaza**

2101 State Hill Road  
Wyomissing, PA, 19610

### **Available Services**

- Outpatient Clinics (Outpatient )

### **Other Clinics/Practices Located at This Site:**

- TRHMC Outpatient Therapy Services

## **The Reading Hospital Exeter Lab**

4603 Perkiomen Avenue  
Reading, PA, 19606

### **Available Services**

- Laboratory Draw Station (Outpatient )

## **The Reading Hospital Imaging and Lab at Berkshire Heights**

950A & B North Wyomissing Boulevard  
Wyomissing, PA, 19610

### **Available Services**

- Outpatient Clinics (Outpatient )

### **Other Clinics/Practices Located at This Site:**

- The Reading Hospital Imaging at Berkshire Heights
- The Reading Hospital Laboratory at Berkshire Heights

## **The Reading Hospital Imaging and Laboratory at Hamburg**

31 Industrial Drive  
Hamburg, PA, 19526

### **Available Services**

- Outpatient Clinics (Outpatient )

### **Other Clinics/Practices Located at This Site:**

- Reading Hospital Miller Regional Heart Center Cardiac Testin
- Reading Hospital Outpatient Therapy, Suite 129

## **The Reading Hospital Imaging Center at Broadcasting Road**

1320 Broadcasting Road  
Wyomissing, PA, 19610

### **Available Services**

- Outpatient Clinics (Outpatient )

### **Other Clinics/Practices Located at This Site:**

- Heart Health & Fitness, Suite 111
- Miller Regional Heart Center



## **The Reading Hospital Imaging Center at Exeter**

2 Hearthstone Court  
Reading, PA, 19606

### **Available Services**

- Outpatient Clinics (Outpatient )

## **The Reading Hospital Lab & Imaging Services at Gateway**

1020 Grings Hill Road  
Reading, PA, 19608-8844

### **Available Services**

- Outpatient Clinics (Outpatient )

### **Other Clinics/Practices Located at This Site:**

- Reading Hospital Physical Therapy

## **The Reading Hospital Lab & Imaging Services at Kutztown**

15050 Kutztown Road  
Kutztown, PA, 19530

### **Available Services**

- Outpatient Clinics (Outpatient )

## **The Reading Hospital Lab & Imaging Services at Leesport**

5479 Pottsville Pike  
Leesport, PA, 19533

### **Available Services**

- Outpatient Clinics (Outpatient )

## **The Reading Hospital Laboratory at Bernville**

7169 Bernville Road  
Bernville, PA, 19506

### **Available Services**

- Laboratory Draw Station (Outpatient )

## **The Reading Hospital Laboratory at Womelsdorf**

1137 West Penn Avenue  
Womelsdorf, PA, 19567

### **Available Services**

- Laboratory Draw Station (Outpatient )

## **TRH Center for Mental Health at Kutztown University**

Boehm Science Hall, Main Street  
Kutztown, PA, 19530

### **Available Services**

- Single Specialty Practitioner (Outpatient )

## TRH Center for Mental Health at Wyomissing High School

630 Evans Avenue  
Wyomissing, PA, 19610

### Available Services

- Single Specialty Practitioner (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
- **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 \(ACoS-COC\)](#)

## Complementary Agreements

**Hospital** - Accredited by [UHMS Clinical Hyperbaric Facility - Level 2](#)

## 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.

<b>Hospital</b>	<a href="#">2020 National Patient Safety Goals</a>	Nationwide Comparison: ✓	Statewide Comparison: N/A
<b>Behavioral Health Care and Human Services</b>	<a href="#">2020 National Patient Safety Goals</a>	Nationwide Comparison: ✓	Statewide Comparison: N/A
<b>Home Care</b>	<a href="#">2020 National Patient Safety Goals</a>	Nationwide Comparison: ✓	Statewide Comparison: N/A
Reporting Period: January 2019 - December 2019			
<a href="#">National Quality Improvement Goals:</a>			
	<a href="#">Emergency Department</a>	National Comparison: N/D <sup>2</sup>	Statewide Comparison: N/D <sup>2</sup>
	<a href="#">Perinatal Care</a>	National Comparison: N/D <sup>2</sup>	Statewide Comparison: N/D <sup>2</sup>

## [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:

# Reading Hospital

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Measure Area	Nationwide	Statewide
Perinatal Care Compared to Other Joint Commission Accredited Organizations	2	2
<a href="#">Read More</a>		

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Elective Delivery <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	1% of 251 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	0%	2%	Average Rate	0% 1%

## Quarterly Measure Results

Number of Eligible Patients  
 Rate

Nationwide Average

### Jan - Mar 2019

251

2%

2%

### Apr - Jun 2019

251

2%

2%

### Jul - Sep 2019

251

1%


2%

### Oct - Dec 2019

251

0%

2%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Cesarean Birth <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 0% of Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	12%	25%	Average Rate	15% 25%

## 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 <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 46% of 2744 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	73%	51%	Average Rate	61% 46%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

2744

48%

51%

**Apr - Jun 2019**

2744

45%

52%

**Jul - Sep 2019**

2744

47%

51%

**Oct - Dec 2019**

2744

45%

50%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Antenatal Steroids <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 100% of 99 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**

99

100%

98%

**Apr - Jun 2019**

99

100%

99%

**Jul - Sep 2019**

99

100%

99%

**Oct - Dec 2019**

99

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 <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 10 18% of 2726 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	17%	32%	Average Rate	17% 28%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

2726

16%

32%

**Apr - Jun 2019**

2726

23%

31%

**Jul - Sep 2019**

2726

12%

32%

**Oct - Dec 2019**

2726

21%

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	ND 10 6% of 2726 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	6%	13%	Average Rate	6% 12%
<a href="#">Read More</a> <a href="#">See Quarterly Results</a>							



## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

2726

3%

14%

**Apr - Jun 2019**

2726

9%

13%

**Jul - Sep 2019**

2726

7%

14%

**Oct - Dec 2019**

2726

4%

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 12% of 2726 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	3%	18%	Average Rate	5% 16%
<a href="#">Read More</a> <a href="#">See Quarterly Results</a>							

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

2726

13%

18%

**Apr - Jun 2019**

2726

14%

18%

**Jul - Sep 2019**

2726

5%

19%

**Oct - Dec 2019**

2726

16%

19%

Measure Area

Nationwide Statewide

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

ND 2

ND 2

Measure	Hospital Results	Nationwide	Weighted Median	Statewide	Weighted		Average Rate	65.01 126.47
		Top 10% Scored at Most		Top 10% Scored at Most	Median			
Admit Decision Time to ED	ND 2							
Departure Time for Admitted Patients <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	135.00 minutes 798 eligible Patients	Nationwide Statewide	Top 10% Scored at Least	55.00	133.00			

## Quarterly Measure Results

Number of Eligible Patients  
Weighted Median Minutes  
Nationwide Weighted Median Minutes

### Jan - Mar 2019

798  
135.00  
149.03

### Apr - Jun 2019

798  
123.00  
129.15

### Jul - Sep 2019

798  
135.00  
123.92

### Oct - Dec 2019

798  
149.00  
129.12