



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



Quality Report



Middlesex Hospital



DBA: General Acute Care Hospital
HCO ID: 5673
28 Crescent Street
Middletown, CT, 06457
(860) 358-6000
www.midhosp.org

Summary of Quality Information

Accreditation Programs

[View Accreditation History](#)

| | | | | | |
|--|---|--|-----------------------------|------------------------------------|--|
|  | Behavioral Health Care and Human Services | Accreditation Decision Accredited | Effective Date 2/12/2020 | Last Full Survey Date 2/11/2020 | Last On-Site Survey Date 2/11/2020 |
|  | Home Care | Accreditation Decision Accredited | Effective Date 2/15/2020 | Last Full Survey Date 2/14/2020 | Last On-Site Survey Date 2/14/2020 |
|  | Hospital | Accreditation Decision Accredited | Effective Date 2/15/2020 | Last Full Survey Date 2/14/2020 | Last On-Site Survey Date 10/30/2020 |

Advanced Certification Programs

[View Certification History](#)



[Primary Stroke Center](#)

Certification Decision

[Certification](#)

Effective Date

10/28/2020

Last Full Survey Date

10/27/2020

Last On-Site Survey Date

10/27/2020

Core Certification Programs



Joint Replacement - Hip

Certification Decision

[Certification](#)

Effective Date

10/17/2020

Last Full Survey Date

10/16/2020

Last On-Site Survey Date

10/16/2020



Joint Replacement - Knee

Certification Decision

[Certification](#)

Effective Date

10/17/2020

Last Full Survey Date

10/16/2020

Last On-Site Survey Date

10/16/2020

Sites

Middlesex Hospital

DBA: Middlesex Health Shoreline Medical Center
250 Flat Rock Place
Westbrook, CT, 06498

Available Services

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

Other Clinics/Practices Located at This Site:

- Emergency Department
- Outpatient Cancer Center
- Outpatient Laboratory Services, Outpatient Radiology Service

Middlesex Hospital

DBA: Middlesex Health Marlborough Medical Center
12 Jones Hollow Road
Marlborough, CT, 06447

Available Services

- Administration of Blood Product (Outpatient)
- Administration of High Risk Medications (Outpatient)
- Anesthesia (Outpatient)
- Hazardous Medication Compounding (Outpatient)

Other Clinics/Practices Located at This Site:

- Emergency Department
- Outpatient Laboratory Services, Outpatient Radiology Service

Middlesex Hospital

DBA: Middlesex Health Center For Behavioral Health
103 South Main Street
Middletown, CT, 06457

Available Services

- Behavioral Health (Non 24 Hour Care - Adult)

Middlesex Hospital

DBA: Middlesex Health Family Practice Group
90 South Main Street
Middletown, CT, 06457

Available Services

- Outpatient Clinics (Outpatient)

Middlesex Hospital

DBA: Middlesex Health Family Practice Group
42 East High Street, Suite 205
East Hampton, CT, 06424

Available Services

- Outpatient Clinics (Outpatient)

Middlesex Hospital

DBA: Middlesex Health Outpatient and Cancer Center
534 Saybrook Road
Middletown, CT, 06457

Available Services

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

Other Clinics/Practices Located at This Site:

- Outpatient Laboratory Services, Outpatient Radiology Service
- Outpatient Physical Therapy, Outpatient Radiation Therapy

Middlesex Hospital

DBA: Middlesex Health Center For Behavioral Health

33 Pleasant Street
Middletown, CT, 06457

Available Services

- Behavioral Health (Day Programs - Adult)
- Behavioral Health (Non 24 Hour Care - Adult)
- Behavioral Health (Partial Hospitalization - Adult)

Middlesex Hospital

DBA: Middlesex Health Family Advocacy Program
51 Broad Street
Middletown, CT, 06457

Available Services

- Behavioral Health (Non 24 Hour Care - Child/Youth)

Middlesex Hospital

DBA: Middlesex Hospital
28 Crescent Street
Middletown, CT, 06457

Available Services

- Cardiac Catheterization Lab (Surgical Services)
- 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)
- 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)
- Orthopedic/Spine Unit (Inpatient)
- Plastic Surgery (Surgical Services)
- Positron Emission Tomography (PET) (Imaging/Diagnostic Services)
- Post Anesthesia Care Unit (PACU) (Inpatient)
- Radiation Oncology (Imaging/Diagnostic Services)
- Sleep Laboratory (Sleep Laboratory)
- Sterile Medication Compounding (Inpatient)
- Surgical Unit (Inpatient)
- Teleradiology (Imaging/Diagnostic Services)

- Thoracic Surgery (Surgical Services)
- Ultrasound (Imaging/Diagnostic Services)
- Urology (Surgical Services)
- Vascular Surgery (Surgical Services)

Certification Programs

- Joint Replacement - Hip
- Joint Replacement - Knee
- Primary Stroke Center

Other Clinics/Practices Located at This Site:

- Outpatient Laboratory Services, Outpatient Radiology Service
- Outpatient Physical Therapy

Middlesex Hospital

DBA: Middlesex Health Outpatient Surgical Center
530 Saybrook Road
Middletown, CT, 06457

Available Services

- Administration of Blood Product (Outpatient)
- Administration of High Risk Medications (Outpatient)
- Ambulatory Surgery Center (Outpatient)
- Anesthesia (Outpatient)
- Perform Invasive Procedure (Outpatient)

Middlesex Hospital

DBA: Middlesex Health Physical Rehabilitation
6 Independence Drive Suite 1
Marlborough, CT, 06447

Available Services

- Outpatient Clinics (Outpatient)

Middlesex Hospital

DBA: Middlesex Health Center For Behavioral Health
154 Main Street, Old Saybrook
Old Saybrook, CT, 06475

Available Services

- Behavioral Health (Non 24 Hour Care - Adult)

Middlesex Hospital

DBA: Middlesex Health Homecare Hospice Program
21 Pleasant Street
Middletown, CT, 06457

Available Services

- Hospice Care

Middlesex Hospital

DBA: Middlesex Health Care at Home

1250 Boston Post Road, Old Saybrook
Old Saybrook, CT, 06475

Available Services

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

Middlesex Hospital

DBA: Middlesex Health Care at Home
770 Saybrook Road
Middletown, CT, 06457

Available Services

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

Middlesex Hospital

DBA: Middlesex Health Physical Rehabilitation
252 Westbrook Road
Essex, CT, 06426

Available Services

- Outpatient Clinics (Outpatient)

Middlesex Hospital

DBA: Middlesex Health Multispecialty group
80 South Main Street
Middletown, CT, 06457

Available Services

- Administration of High Risk Medications (Outpatient)
- Outpatient Clinics (Outpatient)

Other Clinics/Practices Located at This Site:

- Pulmonary, Rheumatology, Neurology, Sleep, Inf Disease

Middlesex Hospital

DBA: Middlesex Health Center For Behavioral Health
90 South Main Street Middletown, Ct.
Middletown, CT, 06457

Available Services

- Behavioral Health (Non 24 Hour Care - Adult)

Middlesex Hospital

DBA: Middlesex Health Physical Rehabilitation
512 Saybrook Road, Lower Level
Middletown, CT, 06457

Available Services

- Outpatient Clinics (Outpatient)

Middlesex Hospital

DBA: Middlesex Health Family Practice Group
13 High Street
Portland, CT, 06480

Available Services

- Outpatient Clinics (Outpatient)

Middlesex Hospital

DBA: Middlesex Health Physical Rehabilitation
1347 Boston Post Road, Madison
Madison, CT, 06443

Available Services

- Outpatient Clinics (Outpatient)

Middlesex Hospital

DBA: Middlesex Health Physical Rehabilitation
1687 Boston Post Road
Old Saybrook, CT, 06475

Available Services

- Outpatient Clinics (Outpatient)

Middlesex Hospital

DBA: Middlesex Health Multispecialty Group Endocrinology
540 Saybrook Road, Suite 210
Middletown, CT, 06457

Available Services

- Outpatient Clinics (Outpatient)

Middlesex Hospital

DBA: Middlesex Health Wound Care Center
520 Saybrook Road suite 201
Middletown, CT, 06457

Available Services

- Outpatient Clinics (Outpatient)

Middlesex Hospital

DBA: Middlesex Health Physical Rehabilitation

13 High Street
Portland, CT, 06480

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** Magnet Award

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
- 🚫 N/A This measure is not applicable for this organization
- 🚫 N/D 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 | 2020 National Patient Safety Goals | Nationwide Comparison: ✓ | Statewide Comparison: N/A |
| Behavioral Health Care and Human Services | 2020 National Patient Safety Goals | Nationwide Comparison: ✓ | Statewide Comparison: N/A |
| Home Care | 2020 National Patient Safety Goals | Nationwide Comparison: ✓ | Statewide Comparison: N/A |
| <p>Reporting Period: January 2019 - December 2019</p> <p>National Quality Improvement Goals:</p> | | | |
| | Emergency Department | National Comparison: N/D ² | Statewide Comparison: N/D ² |
| | Perinatal Care | National Comparison: N/D ² | Statewide Comparison: N/D 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:

Middlesex Hospital

HCO ID: 5673


28 Crescent Street

Middletown , CT, 06457

| | | | | | |
|--|--|--|-----------|--|--|
| 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 | | |
|---|---|------------------------------------|-------------------------|-----------------------------------|--------------|--------------|-------|
| Elective Delivery Read More See Quarterly Results |  0% of 44 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 | |
| 44 | 0% |
| | 2% |
| Apr - Jun 2019 | |
| 44 | 0% |
| | 2% |
| Jul - Sep 2019 | |
| 44 | 0% |
| | 2% |
| Oct - Dec 2019 | |
| 44 | 0% |
| | 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 | 13% 27% |

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 |  69% of 847 Eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 73% | 51% | Average Rate | 56% 51% |

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2019

847

67%

51%

Apr - Jun 2019

847

73%

52%

Jul - Sep 2019

847

68%

51%

Oct - Dec 2019

847

68%

50%

| Measure | Hospital Results | Nationwide Top 10% Scored at Least | Average Rate | Statewide Top 10% Scored at Least | Average Rate | | |
|---|--|------------------------------------|-------------------------|-----------------------------------|--------------|--------------|----------|
| Antenatal Steroids Read More (No Quarterly Results are available) | ND 4 ---- | 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

1

1

98%

Apr - Jun 2019

1

1

99%

Jul - Sep 2019

1

1

99%

Oct - Dec 2019

1

1

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 38% of 799 Eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 17% | 32% | Average Rate | 15% 33% |

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2019

799

57%

32%

Apr - Jun 2019

799

42%

31%

Jul - Sep 2019

799

41%

32%

Oct - Dec 2019

799

10%

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 23% of 799 Eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 6% | 13% | Average Rate | 5% 19% |
| Read More See Quarterly Results | | | | | | | |

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2019

799

31%

14%

Apr - Jun 2019

799

32%

13%

Jul - Sep 2019

799

21%

14%

Oct - Dec 2019

799

5%

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 15% of 799 Eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 3% | 18% | Average Rate | 3% 15% |
| Read More See Quarterly Results | | | | | | | |

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2019

799

26%

18%

Apr - Jun 2019

799

9%

18%

Jul - Sep 2019

799

21%

19%

Oct - Dec 2019

799

5%

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 | ND 2 113.00 minutes 547 eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 55.00 | 133.00 | 83.47 | 151.66 |

Quarterly Measure Results

Number of Eligible Patients
Weighted Median Minutes
Nationwide Weighted Median Minutes

Jan - Mar 2019

547
131.00
149.03

Apr - Jun 2019

547
111.00
129.15

Jul - Sep 2019

547
109.00
123.92

Oct - Dec 2019

547
98.00
129.12