



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	7/24/2021	7/23/2021	10/19/2021

Advanced Certification Programs

[View Certification History](#)



[Advanced Comprehensive Stroke Center Certification Decision](#)

[Certification](#)

Effective Date

3/12/2022

Last Full Survey Date

3/11/2022

Last On-Site Survey Date

3/11/2022



[Ventricular Assist Device Certification Decision](#)

[Certification](#)

Effective Date

10/16/2021

Last Full Survey Date

10/15/2021

Last On-Site Survey Date

10/15/2021

Core Certification Programs



Acute Myocardial Infarction

Certification Decision

[Certification](#)

Effective Date

10/14/2021

Last Full Survey Date

10/13/2021

Last On-Site Survey Date

10/13/2021



Chest Pain

Certification Decision

[Certification](#)

Effective Date

10/12/2021

Last Full Survey Date

10/11/2021

Last On-Site Survey Date

10/11/2021



Heart Failure

Certification Decision

[Certification](#)

Effective Date

10/13/2021

Last Full Survey Date

10/12/2021

Last On-Site Survey Date

10/12/2021



Joint Replacement - Hip

Certification Decision

[Certification](#)

Effective Date

5/8/2021

Last Full Survey Date

5/7/2021

Last On-Site Survey Date

5/7/2021



Joint Replacement - Knee
Certification Decision

[Certification](#)

Effective Date

5/8/2021

Last Full Survey Date

5/7/2021

Last On-Site Survey Date

5/7/2021



Osteoporosis

Certification Decision

[Certification](#)

Effective Date

7/11/2022

Last Full Survey Date

5/20/2022

Last On-Site Survey Date

5/20/2022

Sites

Dermatology Surgery - Country Club

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

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

Other Clinics/Practices Located at This Site:

- Adult Medicine-Downtown Health Plaza
- Care Plus
- Dermatology-Downtown Health Plaza
- Neurology-Downtown Health Plaza
- Obstetrics and Gynecology-Downtown Health Plaza
- Pediatrics-Downtown Health Plaza
- Renal-Downtown Health Plaza

Hematology and Oncology - Elkin

401 Eldon Parks Dr.
Elkin, NC, 28621

Available Services

- Administration of High Risk Medications (Outpatient)
- Hazardous Medication Compounding (Outpatient)
- Outpatient Clinics (Outpatient)
- Perform Invasive Procedure (Outpatient)

Hematology and Oncology - Lexington

107 West Medical Park Drive Suite 101
Lexington, NC, 27292

Available Services

- Administration of Blood Product (Outpatient)
- Administration of High Risk Medications (Outpatient)
- Hazardous Medication Compounding (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)
- Hazardous Medication Compounding (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)
- Hazardous Medication Compounding (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
- Cancer Survivorship
- Hematology and Oncology-Clemmons
- Rheumatology

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
- Cancer Survivorship
- ENT/Head and Neck Surgery-Clemmons
- Obstetrics and Gynecology-Clemmons
- Spine Center-Clemmons
- Vein Services-Clemmons

Medical Plaza Country Club

4610 Country Club Road
Winston Salem, NC, 27104

Available Services

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

Other Clinics/Practices Located at This Site:

- Cardiology
- Diabetes and Endocrinology Center - Adult
- Diabetes Center - Pediatrics

Medical Plaza-Miller

131 Miller Street
Winston Salem, NC, 27103

Available Services

- Anesthesia (Outpatient)
- Outpatient Clinics (Outpatient)
- Perform Invasive Procedure (Outpatient)

Certification Programs

- Osteoporosis

Other Clinics/Practices Located at This Site:

- 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

Medical Center Boulevard
Winston Salem, NC, 27157

Available Services

- Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult)
- Behavioral Health (24-hour Acute Care/Crisis Stabilization - Child/Youth)
- Brachytherapy (Imaging/Diagnostic Services)
- Burn Unit (Inpatient)
- Cardiac Catheterization Lab (Surgical Services)
- Cardiac Surgery (Surgical Services)
- Cardiothoracic Surgery (Surgical Services)
- Cardiovascular Unit (Inpatient)
- Community Integration (Non 24 Hour Care)
- 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)
- Family Support (Non 24 Hour Care)
- 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 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)
- Nuclear Pharmacy (Inpatient)
- 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)
- Sterile Medication Compounding (Inpatient)
- Surgical ICU (Intensive Care Unit)
- Surgical Unit (Inpatient)
- 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:

- 3rd Floor CC - Cardiology, Pulmonary Medicine, Rad Onc
- 9th Floor JT Neuropsychology and Neurology
- Abdominal Organ Transplant
- Apheresis
- Bone Marrow Transplant Outpatient Clinic
- Brenner Children's Hospital, Pediatric Otolaryngology (ENT)
- Cancer Survivorship Clinic 2 CC
- Device
- Diagnostic Neurology & Sleep Lab - Main Floor RT
- Eye Center - Janeway
- General Neurology 4JT
- Geriatrics Clinic
- Hematology Oncology Clinic and Neuropsychology 3CC
- Internal Medicine Multispecialty Clinics - 7JT
- Interventional Radiology Clinic
- Lactation & OB Care Clinic - MC AW Main Floor
- Neurology Pediatrics
- Neurosurgery 4JT
- Pediatric Hem/Onc, Neurosurgery, Neuropsychology
- Pediatric Specialties - BCH 7th Floor
- Physical Medicine and Rehab
- Preoperative Assessment Clinic
- Radiation Oncology 1st Floor CC
- Surgery Multispecialty Clinics 5JT
- Surgical Oncology - CT, Ortho, Endocrinology, General, GYN,
- Wound Care and Hyperbaric Chamber

Pain Services - Brookstown

605 Cotton Street

Winston Salem, NC, 27101

Available Services

- Administration of High Risk Medications (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

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
- **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	2021 National Patient Safety Goals	Nationwide Comparison:	Statewide Comparison:
Reporting Period: April 2020 - March 2021			
National Quality Improvement Goals:			
	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:

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	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 See Quarterly Results	0% of 175 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

Apr - Jun 2020

175

0%

2%

Jul - Sep 2020

175

0%

2%

Oct - Dec 2020

175

0%


2%

Jan - Mar 2021

175

0%

3%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Cesarean Birth Read More (No Quarterly Results are available)	 8 ----	Nationwide Statewide	Top 10% Scored at Least	16%	25%	Average Rate	17% 23%

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Apr - Jun 2020

1

1

25%

Jul - Sep 2020

1

1

25%

Oct - Dec 2020

1

1

26%

Jan - Mar 2021

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	⊖ 29% of 2117 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	71%	50%	Average Rate	64% 44%

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Apr - Jun 2020

2117

32%

53%

Jul - Sep 2020

2117

25%

50%

Oct - Dec 2020

2117

27%


49%

Jan - Mar 2021

2117

30%

49%

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	 46% of 1890 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	15%	31%	Average Rate	17% 28%

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Apr - Jun 2020

1890

48%

30%

Jul - Sep 2020

1890

43%

31%

Oct - Dec 2020

1890

40%

31%

Jan - Mar 2021

1890

53%

31%

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	12% of 1890 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	5%	13%	Average Rate	7% 12%
Read More							
See Quarterly Results							

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Apr - Jun 2020

1890

8%

13%

Jul - Sep 2020

1890

15%

13%

Oct - Dec 2020

1890

8%

13%

Jan - Mar 2021

1890

16%

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	 34% of 1890 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	2%	18%	Average Rate	4% 17%
Read More See Quarterly Results							

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Apr - Jun 2020

1890

40%

17%

Jul - Sep 2020

1890

28%

18%

Oct - Dec 2020

1890

32%

18%

Jan - Mar 2021

1890

38%

18%

Measure Area

Nationwide Statewide

Emergency Department Compared to Other Joint Commission

ND 2

ND 2

[Read More](#)

Accredited Organizations

Measure	Hospital Results	Nationwide	Weighted Median	Statewide	Weighted Median	Average Rate	_____3_____3
		Top 10% Scored at Most		Top 10% Scored at Most			
Median Time from ED Arrival to ED Departure for Admitted ED Patients	ND 2 367.00 minutes 652 eligible Patients	Nationwide Statewide	Top 10% Scored at Least	202.00	382.00		
Read More See Quarterly Results							

Quarterly Measure Results

Number of Eligible Patients
 Weighted Median Minutes
 Nationwide Weighted Median Minutes

Apr - Jun 2020

652
 339.00
 322.93

Jul - Sep 2020

652
 399.00
 377.27

Oct - Dec 2020

652
 386.00
 392.43

Jan - Mar 2021

652
 344.00
 404.51

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						
Departure Time for Admitted Patients	151.00 minutes 650 eligible Patients	Nationwide Statewide	Top 10% Scored at Least	49.00	159.00		_____3_____3
Read More See Quarterly Results							

Quarterly Measure Results

Number of Eligible Patients

Weighted Median Minutes

Nationwide Weighted Median Minutes

Apr - Jun 2020

650

142.00

121.44

Jul - Sep 2020

650

152.00

150.20

Oct - Dec 2020

650

161.00

167.04

Jan - Mar 2021

650

148.00

175.73