



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



# Quality Report



# Shelby County Health Care Corporation



DBA: Regional One Health  
HCO ID: 7870  
877 Jefferson Avenue  
Memphis, TN, 38103  
(901) 545-8400  
[www.regionalonehealth.org](http://www.regionalonehealth.org)

## Summary of Quality Information

### Accreditation Programs

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

	<a href="#">Home Care</a>	<b>Accreditation Decision</b> <a href="#">Accredited</a>	<b>Effective Date</b> 8/2/2019	<b>Last Full Survey Date</b> 8/1/2019	<b>Last On-Site Survey Date</b> 8/1/2019
	<a href="#">Hospital</a>	<b>Accreditation Decision</b> <a href="#">Accredited</a>	<b>Effective Date</b> 8/3/2019	<b>Last Full Survey Date</b> 8/2/2019	<b>Last On-Site Survey Date</b> 9/11/2019

### Sites

#### Shelby County Health Care Corporation

DBA: Regional One Health  
877 Jefferson Avenue  
Memphis, TN, 38103

#### Available Services

- Burn Unit (Inpatient )
- Cardiac Catheterization Lab (Surgical Services )
- Cardiothoracic Surgery (Surgical Services )
- CT Scanner (Imaging/Diagnostic Services )
- 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 )
- Infusion Pharmacy
- 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 )
- Ophthalmology (Surgical Services )
- Orthopedic Surgery (Surgical Services )
- Orthopedic/Spine Unit (Inpatient )
- Outpatient Clinics (Outpatient )
- Pharmacy, Clinical Consulting Services
- Pharmacy/Dispensary, General Services
- Plastic Surgery (Surgical Services )
- Post Anesthesia Care Unit (PACU) (Inpatient )
- Rehabilitation Unit (Inpatient )
- Rehabilitation Unit (24-hour Acute Care/Crisis Stabilization )
- Specialty Pharmacy
- Sterile Medication Compounding (Inpatient )
- Surgical ICU (Intensive Care Unit )
- Thoracic Surgery (Surgical Services )
- Ultrasound (Imaging/Diagnostic Services )
- Urology (Surgical Services )
- Vascular Surgery (Surgical Services )

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

- Regional One Health - Outpatient Center
- Regional One Health - Outpatient Rehab
- Regional One Health - Plastic Surgery & Laser Center
- Regional One Health - Wound Care Center

**Shelby County Health Care Corporation**

DBA: Regional One Health - South Third Primary Care Clinic  
 1955 South Third Street  
 Memphis, TN, 38109

**Available Services**

- Outpatient Clinics (Outpatient )

**Shelby County Health Care Corporation**

DBA: Regional One Health - Hollywood Primary Care Clinic  
 2500 Peres  
 Memphis, TN, 38108

**Available Services**

- Outpatient Clinics (Outpatient )

**Shelby County Health Care Corporation**

DBA: Regional One Health - Guthrie Primary Care Clinic  
 1064 Breedlove  
 Memphis, TN, 38107

**Available Services**

- Outpatient Clinics (Outpatient )

**Shelby County Health Care Corporation**

DBA: Regional One Health - Women's Health Services  
6555 Quince Road, Ste 501  
Memphis, TN, 38119

**Available Services**

- Outpatient Clinics (Outpatient )

**Shelby County Health Care Corporation**

DBA: Regional One Health - Center for Rehabilitative Medicine  
6555 Quince Road, 2nd Floor  
Memphis, TN, 38119

**Available Services**

- Outpatient Clinics (Outpatient )

**Shelby County Health Care Corporation**

DBA: Regional One Health - Multi-Specialty Services  
6555 Quince Road, Ste 100  
Memphis, TN, 38119

**Available Services**

- Outpatient Clinics (Outpatient )

**Shelby County Health Care Corporation**

DBA: Regional One Health - Urology Clinic  
6555 Quince Road, Ste 500  
Memphis, TN, 38119

**Available Services**

- Outpatient Clinics (Outpatient )

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

- Pharmacy

**Shelby County Health Care Corporation**

DBA: Regional One Health - Imaging Center  
6555 Quince Road, Ste 101  
Memphis, TN, 38119

**Available Services**

- Outpatient Clinics (Outpatient )

**Shelby County Health Care Corporation**

DBA: Regional One Health - Primary Care Specialists  
3109 Walnut Grove Road  
Memphis, TN, 38111

**Available Services**

- Outpatient Clinics (Outpatient )

**Shelby County Health Care Corporation**

DBA: Regional One Health - Kirby Primary Care  
2725 KIRBY RD, STE 1  
Memphis, TN, 38119-8240

#### Available Services

- Outpatient Clinics (Outpatient )

#### Shelby County Health Care Corporation

DBA: Regional One Health - Pharmacy Stage Post  
3111 Stage Post Road  
Bartlett, TN, 38133

#### Available Services

- Infusion Pharmacy
- Pharmacy/Dispensary, General Services
- Specialty Pharmacy

#### Shelby County Health Care Corporation

DBA: Regional One Health East Pharmacy  
6555 Quince Road, Ground Floor  
Memphis, TN, 38119

#### Available Services

- Infusion Pharmacy
- Non-Sterile Medication Compounding
- Pharmacy, Clinical Consulting Services
- Pharmacy/Dispensary, General Services
- Specialty Pharmacy
- Sterile Medication Compounding

#### Shelby County Health Care Corporation

DBA: Regional One Health Cancer Center  
1588 Union Ave.  
Memphis, TN, 38104

#### 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*

- **2012 Silver** - The Medal of Honor for Organ Donation

## 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="#">2019 National Patient Safety Goals</a>	Nationwide Comparison:	Statewide Comparison:
<b>Home Care</b>	<a href="#">2019 National Patient Safety Goals</a>	Nationwide Comparison:	Statewide Comparison:
<b>Reporting Period: January 2019 - December 2019</b>			
<b><a href="#">National Quality Improvement Goals:</a></b>			
	<a href="#">Emergency Department</a>	National Comparison: 2	Statewide Comparison:  2
	<a href="#">Immunization</a>	National Comparison: 2	Statewide Comparison:  2
	<a href="#">Perinatal Care</a>	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:

# Shelby County Health Care Corporation

HCO ID: 7870  
877 Jefferson Avenue  
Memphis , TN, 38103

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	Average Rate	Average Rate
Elective Delivery <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	1% of 122 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

**Jan - Mar 2019**

122

3%

2%

**Apr - Jun 2019**

122

0%

2%

**Jul - Sep 2019**

122

0%

2%

**Oct - Dec 2019**

122

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	13% 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>	 16% of 1180 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	73%	51%	Average Rate	51% 35%



## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

1180

17%

51%

**Apr - Jun 2019**

1180

13%

52%

**Jul - Sep 2019**

1180

19%

51%

**Oct - Dec 2019**

1180

18%

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 115 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	98%	Average Rate	100% 98%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

115

100%

98%

**Apr - Jun 2019**

115

100%

99%

**Jul - Sep 2019**

115

100%

99%

**Oct - Dec 2019**

115

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 69% of 1838 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	17%	32%	Average Rate	18% 35%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

1838

56%

32%

**Apr - Jun 2019**

1838

70%

31%

**Jul - Sep 2019**

1838

77%

32%

**Oct - Dec 2019**

1838

73%

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 22% of 1838 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	6%	13%	Average Rate	7% 18%
<a href="#">Read More</a> <a href="#">See Quarterly Results</a>							

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

1838

23%

14%

**Apr - Jun 2019**

1838

30%

13%

**Jul - Sep 2019**

1838

18%

14%

**Oct - Dec 2019**

1838

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	(N/D) 10 47% of 1838 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	3%	18%	Average Rate	2% 18%
<a href="#">Read More</a> <a href="#">See Quarterly Results</a>							

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

1838

32%

18%

**Apr - Jun 2019**

1838

39%

18%

**Jul - Sep 2019**

1838

59%

19%

**Oct - Dec 2019**

1838

57%

19%

Measure Area

Nationwide Statewide

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

2

2

Measure	Hospital Results	Nationwide	Weighted Median	Statewide	Weighted Median		
		Top 10% Scored at Most		Top 10% Scored at Most			
Median Time from ED Arrival to ED Departure for Admitted ED Patients <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	2 397.00 minutes 2199 eligible Patients	Nationwide Statewide	Top 10% Scored at Least	200.00	350.00	Average Rate	153.69 290.98

## Quarterly Measure Results

Number of Eligible Patients  
 Weighted Median Minutes  
 Nationwide Weighted Median Minutes

### Jan - Mar 2019

2199  
 382.00  
 353.47

### Apr - Jun 2019

2199  
 424.00  
 344.67

### Jul - Sep 2019

2199  
 415.00  
 338.84

### Oct - Dec 2019

2199  
 373.00  
 360.02

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 <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	<span style="border: 1px solid black; border-radius: 50%; padding: 2px;">N/D</span> 2 189.00 minutes 2158 eligible Patients	Nationwide Statewide	Top 10% Scored at Least	55.00	133.00	42.69	110.88

## Quarterly Measure Results

Number of Eligible Patients  
 Weighted Median Minutes  
 Nationwide Weighted Median Minutes

### Jan - Mar 2019

2158  
 194.00  
 149.03

### Apr - Jun 2019

2158  
 193.00  
 129.15

### Jul - Sep 2019

2158  
 174.00  
 123.92

### Oct - Dec 2019

2158  
 171.00  
 129.12

Measure Area Nationwide Statewide

Immunization Compared to Other Joint Commission N/D2 N/D2  
[Read More](#) Accredited Organizations

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Influenza Immunization <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	<span style="color: red;">⊖</span> 86% of 1565 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	99%	92%	Average Rate	100% 95%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

1565

90%

93%

**Apr - Jun 2019**

1

1

1

**Jul - Sep 2019**

1

1

1

**Oct - Dec 2019**

1565

66%

91%