



# 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](http://www.wakehealth.edu)

## Summary of Quality Information

### Accreditation Programs

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



| <a href="#">Hospital</a> | Accreditation Decision     | Effective Date | Last Full Survey Date | Last On-Site Survey Date |
|--------------------------|----------------------------|----------------|-----------------------|--------------------------|
|                          | <a href="#">Accredited</a> | 12/13/2014     | 12/12/2014            | 12/12/2014               |

### Advanced Certification Programs

#### [View Certification History](#)



#### [Advanced Comprehensive Stroke Center](#)

##### Certification Decision

[Certification](#)

##### Effective Date

5/30/2015

##### Last Full Survey Date

5/29/2015

##### Last On-Site Survey Date

5/29/2015



#### [Ventricular Assist Device](#)

##### Certification Decision

[Certification](#)

##### Effective Date

8/5/2015

##### Last Full Survey Date

8/4/2015

##### Last On-Site Survey Date

8/4/2015

## Core Certification Programs



### Acute Myocardial Infarction

**Certification Decision**

[Certification](#)

**Effective Date**

8/1/2015

**Last Full Survey Date**

7/31/2015

**Last On-Site Survey Date**

7/31/2015



### 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**

7/31/2015

**Last Full Survey Date**

7/30/2015

**Last On-Site Survey Date**

7/30/2015



### 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 )

#### **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:**

- 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  
Winston Salem, NC, 27157

### **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:**

- Cardiology-Country Club NC Baptist Hospital Clinics
- 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   | <a href="#">2014 National Patient Safety Goals</a> | Nationwide Comparison:                     | Statewide Comparison:                               |
|--|--|--|---|
| <b>Reporting Period: October 2015 - September 2016</b><br><b><a href="#">National Quality Improvement Goals:</a></b> |  |  |   |
|  |  |  |   |
| <a href="#">Emergency Department</a>   |  |  |   |
|  |  | National Comparison: <span>N/D</span><br>2 | Statewide Comparison: <span>N/D</span> <sup>2</sup> |
| <a href="#">Immunization</a>   |  |  |   |
|  |  | National Comparison: <span>N/D</span><br>2 | Statewide Comparison: <span>N/D</span> <sup>2</sup> |
| <a href="#">Stroke Care</a>  |  |  |   |
|  |  | National Comparison: <span>N/D</span><br>2 | Statewide Comparison: <span>N/D</span> <sup>2</sup> |
| <a href="#">Venous Thromboembolism (VTE)</a>   |  |  |   |
|  |  | National Comparison: <span>N/D</span><br>2 | Statewide Comparison: <span>N/D</span> <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:**

## North Carolina Baptist Hospital

HCO ID: 6571  
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 Winston Salem , NC, 27157

|  |                               |                              |
|--|-------------------------------|------------------------------|
| Measure Area<br>Stroke Care Compared to Other Joint Commission<br><a href="#">Read More</a> Accredited Organizations | Nationwide <span>N/D</span> 2 | Statewide <span>N/D</span> 2 |
|--|-------------------------------|------------------------------|

| Measure  | Hospital Results   | Nationwide Top 10% Scored at Least | Average Rate            | Statewide Top 10% Scored at Least | Average Rate |              |          |
|--|--|------------------------------------|-------------------------|-----------------------------------|--------------|--------------|----------|
| Thrombolytic Therapy<br><a href="#">Read More</a><br><a href="#">See Quarterly Results</a> |  100% of 37 Eligible Patients | Nationwide Statewide               | Top 10% Scored at Least | 100%                              | 90%          | Average Rate | 100% 92% |

## Quarterly Measure Results

Number of Eligible Patients  
Rate

Nationwide Average  
**Oct - Dec 2015**

37  
100%  
89%

**Jan - Mar 2016**



37  
100%  
90%


**Apr - Jun 2016**

37  
100%  
90%

**Jul - Sep 2016**

37  
100%  
89%

| Measure Area  | Nationwide  | Statewide   |
|---|---|---|
| Venous Thromboembolism (VTE) Compared to Other Joint Commission Accredited Organizations<br><a href="#">Read More</a> |  2 |  2 |

| Measure  | Hospital Results  | Nationwide Top 10% Scored at Least | Average Rate            | Statewide Top 10% Scored at Least | Average Rate |              |          |
|--|---|------------------------------------|-------------------------|-----------------------------------|--------------|--------------|----------|
| VTE Discharge Instructions<br><a href="#">Read More</a><br><a href="#">See Quarterly Results</a> |  100% of 168 Eligible Patients | Nationwide Statewide               | Top 10% Scored at Least | 100%                              | 93%          | Average Rate | 100% 95% |

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Oct - Dec 2015**

168

100%

93%

**Jan - Mar 2016**

168

100%

93%

**Apr - Jun 2016**

168

100%

93%

**Jul - Sep 2016**

168

100%

93%

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 |         |
|--|--|-----------------------------------|-------------------------|----------------------------------|-----------------|--------------|---------|
| Median Time from ED Arrival to ED Departure for Admitted ED Patients<br><a href="#">Read More</a><br><a href="#">See Quarterly Results</a> | ND 2<br>332 minutes<br>782 eligible Patients | Nationwide Statewide              | Top 10% Scored at Least | 202                              | 311             |              | 231 298 |

## Quarterly Measure Results

Number of Eligible Patients  
 Weighted Median Minutes  
 Nationwide Weighted Median Minutes

### Oct - Dec 2015

782  
 309  
 302

### Jan - Mar 2016

782  
 310  
 323

### Apr - Jun 2016

782  
 327  
 310

### Jul - Sep 2016

782  
 384  
 307

| 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<br><a href="#">Read More</a><br><a href="#">See Quarterly Results</a> |  2<br>109 minutes<br>780 eligible Patients | Nationwide Statewide              | Top 10% Scored at Least | 53                               | 124             |              | 59 111 |

## Quarterly Measure Results

Number of Eligible Patients  
 Weighted Median Minutes  
 Nationwide Weighted Median Minutes

### Oct - Dec 2015

780  
 101  
 118

### Jan - Mar 2016

780  
 119  
 133

### Apr - Jun 2016


780  
 103  
 124

### Jul - Sep 2016

780  
 114  
 121

Measure Area Nationwide Statewide

Immunization Compared to Other Joint Commission N/D N/D  
[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<br><a href="#">Read More</a><br><a href="#">See Quarterly Results</a> |  91% of 827 Eligible Patients | Nationwide Statewide               | Top 10% Scored at Least | 100%                              | 94%          | Average Rate | 99% 96% |



## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Apr - Jun 2016**

1

1

1

**Jul - Sep 2016**

1

1

1

**Jan - Mar 2016**

827

91%

95%

**Oct - Dec 2015**

827

91%

93%