



On April 6, 2019 Strong Memorial Hospital received The Gold Seal of Approval™ from The Joint Commission.

What is the Joint Commission and what does receiving The Gold Seal of Approval mean?

The Joint Commission is a private organization that has been accrediting hospitals for more than 50 years. Its accreditation is a nationwide seal of approval that indicates a hospital meets high performance standards. Strong Memorial Hospital is currently accredited by the Joint Commission in the following programs:

- ★ Strong Memorial Hospital and Outpatient Sites
- ★ Strong Memorial Hospital Behavioral Health
- ★ Strong Memorial Hospital Long Term Care Pharmacy and Home Infusion Program
- ★ Strong Memorial Hospital Methadone Maintenance Program

In addition, the Joint Commission also certifies organizations that provide disease specific care that follow national best practice requirements and meet Joint Commission standards for provision of quality and safe patient care. The following disease specific programs at Strong Memorial Hospital have been reviewed by the Joint Commission and are certified to meet these standards of care:

- ★ Advanced Comprehensive Stroke Center
- ★ Ventricular Assistive Device (artificial heart pump) Program
- ★ Advanced Heart Failure
- ★ Advanced Palliative Care
- ★ Geriatric Hip Fracture Program

To receive hospital accreditation from the Joint Commission, we are assessed on more than 500 standards, many of which examine quality of care and patient safety issues. Strong Memorial Hospital underwent its Joint Commission review in April 2019, with the survey team spending five days questioning, studying and evaluating our processes, policies and procedures. They evaluated our hospital, Behavioral Health, Long Term Care Pharmacy and Home Infusion programs. At the end of survey we were reaccredited for all programs and received “The Gold Seal of Approval”.

We believe sharing information honestly and accurately is essential if we are to constantly raise the bar on patient quality and safety. We believe sharing the findings of The Joint Commission surveyors, as well as our action plans and progress reports will help staff, patients, and families understand the level of excellence we strive for at Strong Memorial Hospital.

What did the Joint Commission surveyors find?

Strong Memorial Hospital is a large academic medical center, and our Joint Commission survey results are comparable to other similar hospitals nationally. The Joint Commission is now utilizing what they call a SAFER Matrix to document the severity of the findings during our survey. Findings are placed on the SAFER Matrix according to the likelihood (low, moderate, high) the finding could cause harm to patients, visitors or staff and the scope (limited, pattern, widespread) at which the finding was observed. As the risk level increases of a finding it moves from the bottom left corner (lowest risk level) to the upper right (highest risk level). The majority of our finds were at the lowest risk levels.

Our Behavioral Health program received 2 recommendations for improvement (RFI's) at moderate risk and pattern level (more than 1 finding), our Long Term Care Pharmacy received a single RFI at the moderate risk and pattern level (more than 1 finding) and the hospital received 5 RFI's at the moderate risk and pattern level (more than 1 finding) to high risk and limited level (1 finding). These 5 RFI's are described in The Joint Commission report on this website. We then had 60 days to correct each of these RFI's, and submit a report describing the actions taken. This report was submitted and accepted by Joint Commission.