

NEW JERSEY 2005

# *Hospital Performance Report*

**A  
Report  
on  
Acute  
Care  
Hospitals  
for  
Consumers**



RICHARD J. CODEY  
Acting Governor



FRED M. JACOBS, M.D., J.D.  
Commissioner

# A message...



*from the  
governor*

Dear Friends:

The people of New Jersey deserve the highest quality health care available. My administration is dedicated to helping our hospitals, which admit more than a million patients each year, improve the quality of care they provide. This partnership works to provide the best possible health care to every corner of our state.

A key component of our strategy is this second annual hospital performance report. It measures New Jersey's hospitals to determine how often they use best practices for patients with specific illnesses, and gives comparative information.

New Jersey's hospitals, committed to achieving excellence, use this data to identify areas of success and improvement. I am pleased to note that the 2004 performance was an improvement over 2003, and challenge our hospitals to continue this trend. I am sure they will rise to the challenge.

*With good wishes,*

Handwritten signature of Richard J. Codey in black ink.

Richard J. Codey  
*Acting Governor*

For additional copies of this report, please contact the Office of Health Care Quality Assessment, Division of Health Care Quality and Oversight, New Jersey Department of Health and Senior Services, P.O. Box 360, Trenton, New Jersey 08625-0360; or call (800) 418-1397; or fax (609) 530-7478. There is a charge for multiple copies. This report is also available on the Department's web site at [www.state.nj.us/health/hpr](http://www.state.nj.us/health/hpr).

Some portions of this report rely on explanatory materials developed by the US Department of Health and Human Services Centers for Medicare and Medicaid Services and the Agency for Healthcare Research and Quality.



*from the  
commissioner*

Dear Consumers:

It is the Department's goal to help patients and families make informed health care choices. That is why we are pleased to present the *New Jersey 2005 Hospital Performance Report*, which contains important information consumers can use when making hospital care decisions. This second annual report contains measures showing how well New Jersey hospitals performed in 2004 when treating patients with heart attack (acute myocardial infarction) and pneumonia, two conditions commonly treated in hospitals nationwide.

By publishing this report, the Department not only aims to empower consumers, but to also provide feedback hospitals can use on how well they are performing. We believe this promotes hospital accountability and efforts to improve the quality of patient care. Standards used in the report were developed by the Joint Commission on Accreditation of Healthcare Organizations and are endorsed by the National Quality Forum.

New Jersey's Quality Improvement Advisory Committee's (QIAC) contributions to this report, and to other quality initiatives, are invaluable to our efforts. QIAC was created as a public/private partnership of leaders representing hospitals, physicians and nurses, insurers and other payers, and universities to help the Department promote the highest standards of health care in New Jersey's hospitals. Their participation in this report is only a small portion of their value to the Department.

We hope that both consumers and hospitals find this report to be a valuable resource.

Handwritten signature of Fred M. Jacobs in black ink.

Fred M. Jacobs, M.D., J.D.  
*Commissioner*

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# Hospital Quality and USING THIS REPORT



*The New Jersey Hospital Performance Report was created to provide information on hospital quality to patients and their families as well as health care professionals. The information in this report is designed to help you choose a hospital and make other decisions about your health care.*

The report includes information on how hospitals treat patients who have pneumonia or a heart attack. It is important that patients with these conditions receive the correct care so that they can recover as fully as possible.

## Your Questions—Our Answers



**Why does the report focus on heart attacks and pneumonia?**



**Heart disease** is the leading cause of death in the United States. Each year over 1 million people suffer from a **heart attack or acute myocardial infarction (AMI)** and

almost one-fifth die from the disease. There are more than 2 million hospitalizations each year for AMI and other forms of coronary heart disease. If people get the correct care after an AMI, they will recover more fully and be less likely to have another one. This report presents information on the following important treatments in the hospital for a heart attack:

- Aspirin on arrival
- Beta blocker at discharge
- Aspirin at discharge
- ACE inhibitor at discharge
- Beta blocker on arrival

**Pneumonia** accounts for 10 million doctor visits, 500,000 hospitalizations and 45,000 deaths a year nationally. This report gives information on how well hospitals provided the following important treatments for pneumonia:

- Oxygenation assessment
- Pneumonia vaccination screening
- Antibiotic timing

Research has shown that these treatments are important for patients with heart attacks or pneumonia. You can find out why these treatments are important later in this report.



**What do the numbers mean?**



The report gives rates for each hospital, i.e., the percentage of eligible patients who received the correct treatment. Not every patient is eligible for all of the treatments.

Some may have a medical history which makes some treatments inappropriate for them. For example, an 85% rate means that the hospital provided the recommended care for 85% of the eligible patients. The ultimate goal for all measures is 100%, with all patients receiving the best care. The report includes a summary of how a hospital treats patients for AMI and pneumonia, as well as the individual measures listed above.

Hospital scores have not been verified by external sources. Small differences in hospital scores do not mean that there are real differences in hospital quality.



***Which hospitals are included?***

All New Jersey general acute care hospitals are included, along with one specialty hospital that treats heart disease.



***How can I learn more about how the information is collected?***

If you would like to learn more about how this information is collected, review the technical report on our web site at [www.state.nj.us/health/hpr](http://www.state.nj.us/health/hpr).



***If doctors make decisions about where a patient should go for care, why should I study hospital performance?***

Many consumers want a doctor’s recommendation on where to go for care.

Frequently, people collect as much information as possible in order to make an informed decision. This report will provide you with some of that information.

Many people choose their doctors according to the hospital with which they are affiliated. A doctor must have privileges at a hospital in order to admit patients there. Your doctor may be able to admit to several hospitals.

In addition, if you are enrolled in a managed health care insurance plan, you can use this report to help you assess your hospital network. Managed care insurers usually offer several choices of hospitals in an area.



***Aren’t all doctors and hospitals the same?***

No. Hospitals differ in their specialties and expertise. Some are better equipped than others to handle different types of conditions and different levels of care. Hospitals, in turn, employ doctors with different specialties, expertise and abilities. Hospitals also differ in how well they deliver care and keep you healthy.



***Why should I care about quality?***

Hospitals differ in how well they provide appropriate care to patients. The quality of the care provided by your doctor and hospital may influence your health and your family’s health.



***Can I use this information to draw conclusions about the hospitals in New Jersey?***

The *New Jersey Hospital Performance Report* is not intended to be used alone. This report is designed to provide you with important information that can help you make informed decisions. It should be used in conjunction with other information that you gather.



***Now that I have the New Jersey Hospital Performance Report, what should I do with the information that I learn?***

Ask your doctor questions. Be informed. Use this report to gather more information and to make informed decisions about which hospital is most appropriate for your health care needs.

***Use this report as one component of the information you consider in making decisions about hospitals.***

# Heart Attack Treatment Scores

This information summarizes hospital performance (rates) on treating heart attacks in 2004. The Overall Score is a composite measure of the five heart attack measures: the administration of aspirin at arrival, aspirin prescribed at discharge, the administration of beta blocker at arrival, beta blocker prescribed at discharge, and ACE inhibitor prescribed at discharge. The rate is the percent of time that a hospital gave patients the correct treatment. The hospitals are presented from the highest (best) to lowest Overall Score.

Hospital Name	County	Overall Score %	Aspirin Arrival %	Aspirin Discharge %	Beta Blocker Arrival %	Beta Blocker Discharge %	ACE Inhibitor Discharge %
<b>Top 10% of hospitals scored equal to or higher than:</b>		<b>98</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>
<b>Top 50% of hospitals scored equal to or higher than:</b>		<b>94</b>	<b>95</b>	<b>93</b>	<b>95</b>	<b>93</b>	<b>85</b>
Cathedral–St. James Hospital	Essex	100	NA	NA	NA	NA	NA
Chilton Memorial Hospital	Morris	100	99	100	100	100	NA
University Medical Center at Princeton	Mercer	100	100	98	99	100	NA
Deborah Heart and Lung Center	Burlington	99	NA	100	NA	100	95
St. Peter’s University Hospital	Middlesex	99	99	100	99	100	NA
Overlook Hospital	Union	99	99	99	98	100	100
Virtua-Memorial Hospital Burlington Cty.	Burlington	99	98	99	99	100	96
Clara Maass Medical Center	Essex	99	99	100	98	100	NA
Virtua-West Jersey Hospital Voorhees	Camden	98	98	100	99	99	NA
Robert Wood Johnson University Hospital	Middlesex	98	97	100	98	98	90
Morristown Memorial Hospital	Morris	98	99	100	99	98	93
Our Lady of Lourdes Medical Center	Camden	98	94	98	97	98	96
Community Medical Center	Ocean	98	96	98	97	100	100
South Jersey Hospital–Elmer	Salem	97	97	NA	100	96	NA
Cathedral–St. Michael’s Medical Center	Essex	97	99	97	99	97	97
Irvington General Hospital	Essex	97	100	NA	NA	NA	NA
Virtua–West Jersey Hospital Berlin	Camden	97	95	97	98	100	NA
Capital Health System at Fuld	Mercer	97	95	NA	100	100	NA
St. Francis Medical Center	Mercer	97	98	98	100	98	83
St. Clare’s Hospital–Sussex	Sussex	97	NA	NA	NA	NA	NA
AtlantiCare Regional Medical Center–Mainland	Atlantic	97	98	98	98	97	85
Hackensack University Medical Center	Bergen	97	98	98	99	97	90
Englewood Hospital and Medical Center	Bergen	97	95	100	97	99	80
Riverview Medical Center	Monmouth	97	98	96	99	90	NA
Palisades Medical Center of New York	Hudson	96	99	90	98	91	NA
AtlantiCare Regional Medical Center–City	Atlantic	96	92	98	97	100	NA
RWJ University Hospital at Hamilton	Mercer	96	96	93	97	97	92
St. Barnabas Medical Center	Essex	96	97	96	94	96	91
Raritan Bay Medical Center–Perth Amboy	Middlesex	95	98	96	93	96	88
Mountainside Hospital	Essex	95	96	96	97	96	85
Virtua–West Jersey Hospital Marlton	Burlington	95	94	94	96	100	NA
Union Hospital	Union	95	98	93	96	93	NA
Cooper Hospital/University Medical Center	Camden	95	95	97	93	97	82
Underwood-Memorial Hospital	Gloucester	95	94	86	99	95	NA
Kimball Medical Center	Ocean	95	95	96	95	95	NA
Kennedy Mem. Hospitals UMC–Stratford	Camden	94	98	89	97	91	NA
Hunterdon Medical Center	Hunterdon	94	95	100	94	93	NA
Capital Health System at Mercer	Mercer	94	95	100	90	95	NA

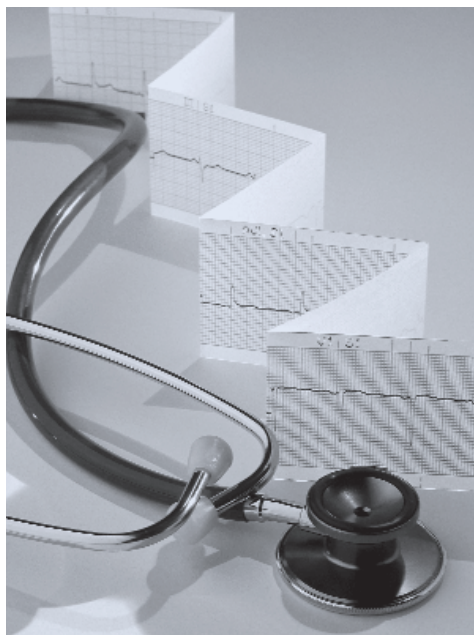
Hospital Name	County	Overall Score %	Aspirin Arrival %	Aspirin Discharge %	Beta Blocker Arrival %	Beta Blocker Discharge %	ACE Inhibitor Discharge %
St. Clare's Hospital-Denville	Morris	94	96	92	97	89	NA
St. Joseph's Hospital and Medical Center	Passaic	94	99	92	95	93	82
Newton Memorial Hospital	Sussex	94	94	93	93	94	NA
Jersey Shore University Medical Center	Monmouth	94	93	97	90	94	82
UMDNJ-University Hospital	Essex	94	96	93	96	91	97
Southern Ocean County Hospital	Ocean	93	94	91	92	93	NA
Bayonne Medical Center	Hudson	93	100	83	93	92	NA
Monmouth Medical Center	Monmouth	93	95	95	93	92	NA
Burdette Tomlin Memorial Hospital	Cape May	92	89	94	96	97	NA
RWJ University Hospital at Rahway	Union	92	94	84	95	89	NA
Jersey City Medical Center	Hudson	92	99	NA	98	76	NA
Lourdes Medical Center of Burlington Cty.	Burlington	91	94	NA	92	93	NA
South Jersey Healthcare Reg. Medical Center *	Cumberland	91	93	89	95	88	NA
Warren Hospital	Warren	91	92	88	91	93	NA
Somerset Medical Center	Somerset	91	93	97	84	94	93
Pascack Valley Hospital	Bergen	91	93	90	93	91	77
Hackettstown Community Hospital	Warren	90	87	85	99	89	NA
Valley Hospital	Bergen	90	89	90	90	93	79
Newark Beth Israel Medical Center	Essex	90	96	92	90	89	71
Muhlenberg Regional Medical Center	Union	89	92	89	88	89	NA
William B. Kessler Memorial Hospital	Atlantic	89	93	94	90	81	NA
Ocean Medical Center	Ocean	88	88	91	84	93	89
Shore Memorial Hospital	Atlantic	88	88	90	84	92	NA
Kennedy Mem. Hospitals UMC-Cherry Hill	Camden	86	94	80	86	81	NA
St. Joseph's Wayne Hospital	Passaic	86	92	85	84	76	NA
Meadowlands Hospital Medical Center	Hudson	86	93	NA	86	NA	NA
Raritan Bay Medical Center-Old Bridge	Middlesex	86	91	90	87	75	NA
Trinitas Hospital	Union	86	89	74	92	82	NA
Kennedy Mem. Hospitals UMC-Wash. Twp.	Gloucester	85	87	71	93	81	NA
St. Mary's Hospital (Passaic)	Passaic	85	90	NA	75	NA	NA
Holy Name Hospital	Bergen	83	94	63	95	65	50
Columbus Hospital	Essex	83	85	NA	82	NA	NA
Memorial Hospital of Salem County	Salem	82	94	59	91	64	NA
JFK Medical Center (Edison)	Middlesex	82	90	72	85	72	60
Bayshore Community Hospital	Monmouth	82	94	61	84	67	NA
PBI Regional Medical Center	Passaic	81	94	78	88	77	52
CentraState Medical Center	Monmouth	81	89	79	75	78	NA
Greenville Hospital	Hudson	78	87	62	81	73	NA
Barnert Hospital	Passaic	78	84	NA	75	NA	NA
Bergen Regional Medical Center	Bergen	77	NA	NA	NA	NA	NA
St. Clare's Hospital-Dover +	Morris	76	NA	NA	NA	NA	NA
East Orange General Hospital	Essex	76	87	51	89	57	NA
St. Mary Hospital (Hoboken)	Hudson	75	86	50	78	68	NA
Christ Hospital	Hudson	67	89	38	65	44	NA

NA (Not Applicable) indicates that the hospital had a small number (less than 25) of patients for this measure and so the rate is not reported publicly. However, the patients for these measures are included in the Overall Score resulting in reportable measure.

\* In August 2004, South Jersey Healthcare Systems closed Bridgeton and Newcomb hospitals and opened one replacement hospital, South Jersey Healthcare Regional Medical Center. The rates reflect patients from all three facilities.

+ Because St. Clare's Hospital-Dover opened midyear, the data cover only the period July through December 2004.

# **B**asic Facts About Treatment for **HEART ATTACKS**



*This report gives information on how well hospitals are providing care for patients with heart attacks. It is important that hospitals give the right tests and treatment to every patient at the right time.*

A heart attack, also called an acute myocardial infarction (AMI), can occur if the arteries supplying blood to the heart become blocked, and the blood supply is slowed or stopped. The heart muscle can't get the oxygen and nutrients it needs. The part of the heart tissue that is affected may die.

The symptoms of a heart attack can include chest pain (often described as a crushing, squeezing or burning pain in the center of the chest and may radiate to the arm or jaw), shortness of breath, dizziness, faintness, chills, sweating or nausea. Skin may feel cold or clammy, and patients may appear gray and look very ill. Sometimes there are no symptoms.

*The following measures included in this report show the treatments considered standard for someone who is getting hospital care for a heart attack.*

## **Percent of Heart Attack Patients Who Are Given Aspirin at Arrival**

### **■ What does this information tell you?**

This information shows the percent of heart attack patients who were given (or took) aspirin within 24 hours of arrival at the hospital. Higher percentages are better.

### **■ Why is this information important?**

Taking an aspirin as soon as symptoms of a heart attack begin may help reduce the severity of the attack. Aspirin can help prevent blood clots from forming or help dissolve blood clots that have formed. Following a heart attack, continued use of aspirin may help reduce the risk of another heart attack.

Aspirin can have side effects like stomach inflammation, bleeding or allergic reactions. Talk to your doctor before using aspirin on a regular basis.

## **Percent of Heart Attack Patients Who Are Given Aspirin at Discharge**

### **■ What does this information tell you?**

This information shows the percent of heart attack patients who were given (or took) aspirin within 24 hours of discharge from the hospital. Higher percentages are better.

### **■ Why is this information important?**

Aspirin can help prevent blood clots from forming or help dissolve blood clots that have formed. Following a heart attack, continued use of aspirin may help reduce the risk of another heart attack.

Aspirin can have side effects like stomach inflammation, bleeding or allergic reactions. Talk to your doctor before using aspirin on a regular basis.

## ***Percent of Heart Attack Patients Who Are Given a Beta Blocker at Arrival***

- ***What does this information tell you?***  
This information shows the percent of heart attack patients who were given a beta blocker within 24 hours of arriving at the hospital. Higher percentages are better.
- ***Why is this information important?***  
Beta blockers are a type of medicine that is used to lower blood pressure, treat chest pain (angina) and heart failure, and to help prevent a heart attack. Beta blockers relieve the stress on the heart by slowing the heart rate and reducing the force with which the heart muscles contract to pump blood. They also help keep blood vessels from constricting in the heart and brain, as well as the rest of the body.

## ***Percent of Heart Attack Patients Who Are Given a Beta Blocker at Discharge***

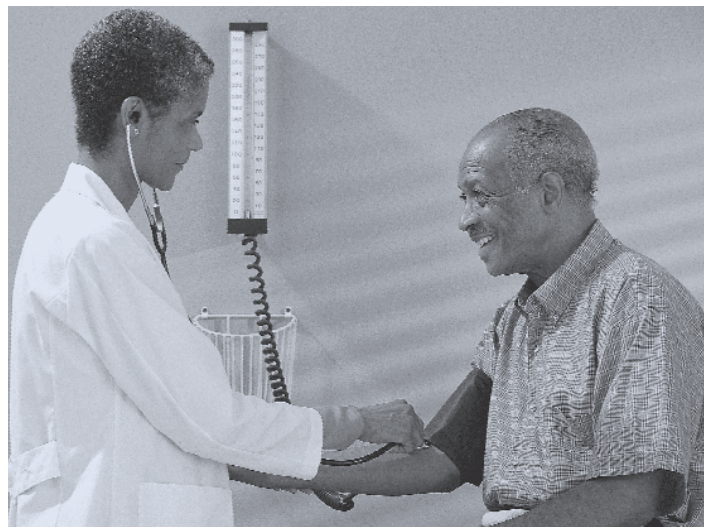
- ***What does this information tell you?***  
This information shows the percent of heart attack patients who were given a beta blocker when they were discharged from the hospital. Higher percentages are better.
- ***Why is this information important?***  
Beta blockers are a type of medicine that is used to lower blood pressure, treat chest pain (angina) and heart failure, and to help prevent a heart attack. Beta blockers relieve the stress on the heart by slowing the heart rate and reducing the force with which the heart muscles contract to pump blood. They also help keep blood vessels from constricting in the heart and brain, as well as the rest of the body.

## ***Percent of Heart Attack Patients Who Are Given an ACE Inhibitor at Discharge***

- ***What does this information tell you?***  
This information shows the percent of heart attack patients who were given an angiotensin-converting enzyme (ACE) inhibitor for left ventricular systolic dysfunction when they were discharged from the hospital. Higher percentages are better.
- ***Why is this information important?***  
ACE inhibitors are a type of medicine used to treat heart attacks, heart failure, or decreased function of the left heart chamber (left ventricular systolic dysfunction). ACE inhibitors can help reduce the risk of death from a heart attack if taken within 24 hours of the first symptoms of a heart attack. Continued use may help prevent heart failure.

ACE inhibitors work by stopping the production of a hormone (angiotensin II) that can narrow blood vessels. This helps reduce the pressure in the heart, lowering the patient's blood pressure.

*For more information about heart health, check [www.americanheart.org](http://www.americanheart.org), the American Heart Association's web site, or [www.medlineplus.gov](http://www.medlineplus.gov) for health information from the National Library of Medicine and the National Institutes of Health.*



# Pneumonia Treatment Scores

This information summarizes hospital performance (rates) on treating pneumonia in 2004. The Overall Score is a composite measure of the three pneumonia measures: oxygen assessment, pneumonia screening and vaccination, and antibiotic timing. The rate is the percent of time that a hospital gave patients the correct treatment. The hospitals are presented from the highest (best) to lowest Overall Score.

Hospital Name	County	Overall Score %	Oxygenation Assessment %	Pneumonia Vaccination %	Antibiotic Timing %
<b>Top 10% of hospitals scored equal to or higher than:</b>		<b>92</b>	<b>100</b>	<b>89</b>	<b>87</b>
<b>Top 50% of hospitals scored equal to or higher than:</b>		<b>84</b>	<b>100</b>	<b>71</b>	<b>77</b>
AtlantiCare Regional Medical Center–City	Atlantic	96	100	88	96
St. Clare’s Hospital-Sussex	Sussex	93	100	85	90
AtlantiCare Regional Medical Center–Mainland	Atlantic	93	100	81	93
Union Hospital	Union	92	100	92	84
Irvington General Hospital	Essex	92	99	83	90
Hackensack University Medical Center	Bergen	92	100	86	87
Hackettstown Community Hospital	Warren	92	100	92	83
Chilton Memorial Hospital	Morris	92	99	93	83
Robert Wood Johnson University Hospital	Middlesex	92	100	93	82
South Jersey Hospital–Elmer	Salem	91	100	93	79
Kimball Medical Center	Ocean	91	99	92	81
RWJ University Hospital at Hamilton	Mercer	91	100	89	81
St. Peter’s University Hospital	Middlesex	90	100	87	82
Newton Memorial Hospital	Sussex	90	100	80	85
Muhlenberg Regional Medical Center	Union	90	100	78	87
Warren Hospital	Warren	90	100	88	80
Virtua–Memorial Hospital Burlington Cty.	Burlington	89	100	78	86
St. Clare’s Hospital-Dover +	Morris	89	100	79	86
Clara Maass Medical Center	Essex	89	100	89	77
St. Mary’s Hospital (Passaic)	Passaic	89	98	77	88
Virtua–West Jersey Hospital Berlin	Camden	89	99	72	87
Monmouth Medical Center	Monmouth	88	99	78	82
University Medical Center at Princeton	Mercer	88	100	82	79
St. Clare’s Hospital-Denville	Morris	87	100	73	83
St. Mary Hospital (Hoboken)	Hudson	87	99	88	75
St. Barnabas Medical Center	Essex	87	99	83	74
Morristown Memorial Hospital	Morris	87	100	67	85
Cathedral–St. James Hospital	Essex	86	96	85	76
Riverview Medical Center	Monmouth	86	99	78	78
Hunterdon Medical Center	Hunterdon	86	100	73	79
Somerset Medical Center	Somerset	86	100	75	79
Ocean Medical Center	Ocean	86	100	76	76
Community Medical Center	Ocean	85	98	91	68
Pascack Valley Hospital	Bergen	85	96	79	77
Cathedral–St. Michael’s Medical Center	Essex	85	100	62	80
Valley Hospital	Bergen	85	99	77	76
Mountainside Hospital	Essex	85	100	76	76
Greenville Hospital	Hudson	84	99	67	75
RWJ University Hospital at Rahway	Union	84	96	58	88

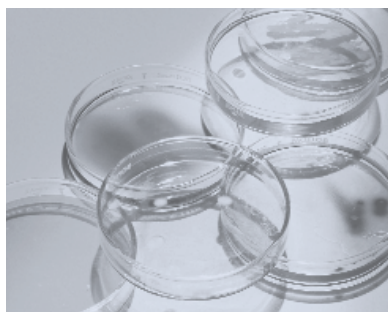
Hospital Name	County	Overall Score %	Oxygenation Assessment %	Pneumonia Vaccination %	Antibiotic Timing %
Englewood Hospital and Medical Center	Bergen	84	100	69	79
Underwood-Memorial Hospital	Gloucester	84	100	62	80
JFK Medical Center (Edison)	Middlesex	84	100	73	73
Southern Ocean County Hospital	Ocean	83	100	69	75
Memorial Hospital of Salem County	Salem	83	99	64	79
St. Joseph's Wayne Hospital	Passaic	83	99	64	78
Shore Memorial Hospital	Atlantic	82	99	78	67
Burdette Tomlin Memorial Hospital	Cape May	81	100	45	84
Virtua-West Jersey Hospital Marlton	Burlington	81	100	41	91
Kennedy Mem. Hospitals UMC-Stratford	Camden	81	100	40	87
Cooper Hospital/University Medical Center	Camden	81	99	62	69
Barnert Hospital	Passaic	80	99	54	73
Bayshore Community Hospital	Monmouth	80	99	56	77
Holy Name Hospital	Bergen	80	100	62	70
William B. Kessler Memorial Hospital	Atlantic	79	100	45	80
Palisades Medical Center of New York	Hudson	79	99	72	63
Raritan Bay Medical Center-Old Bridge	Middlesex	79	98	58	73
Bergen Regional Medical Center	Bergen	79	95	70	68
Our Lady of Lourdes Medical Center	Camden	79	100	57	69
St. Francis Medical Center	Mercer	79	100	66	66
Overlook Hospital	Union	79	100	57	71
Lourdes Medical Center of Burlington Cty.	Burlington	79	100	48	77
Jersey Shore University Medical Center	Monmouth	79	99	80	57
Raritan Bay Medical Center-Perth Amboy	Middlesex	79	98	67	63
Capital Health System at Mercer	Mercer	78	100	53	65
Newark Beth Israel Medical Center	Essex	78	99	59	64
Virtua-West Jersey Hospital Voorhees	Camden	77	100	36	77
South Jersey Healthcare Regional Medical Center *	Cumberland	77	99	52	68
UMDNJ-University Hospital	Essex	77	99	54	57
PBI Regional Medical Center	Passaic	77	95	55	71
Kennedy Mem. Hospitals UMC-Wash. Twp.	Gloucester	77	100	42	71
Meadowlands Hospital Medical Center	Hudson	76	100	32	73
Bayonne Medical Center	Hudson	76	93	52	72
Kennedy Mem. Hospitals UMC-Cherry Hill	Camden	76	100	31	82
East Orange General Hospital	Essex	76	91	52	72
Christ Hospital	Hudson	76	97	55	61
Columbus Hospital	Essex	75	95	72	56
CentraState Medical Center	Monmouth	75	100	56	59
Capital Health System at Fuld	Mercer	73	100	49	58
Deborah Heart and Lung Center	Burlington	72	NA	NA	NA
St. Joseph's Hospital and Medical Center	Passaic	72	99	20	65
Jersey City Medical Center	Hudson	71	100	20	59
Trinitas Hospital	Union	66	93	22	62

**NA** (Not Applicable) indicates that the hospital had a small number (less than 25) of patients for this measure and so the rate is not reported publicly. However, the patients for these measures are included in the Overall Score resulting in reportable measure.

\* In August 2004, South Jersey Healthcare Systems closed Bridgeton and Newcomb hospitals and opened one replacement hospital, South Jersey Healthcare Regional Medical Center. The rates reflect patients from all three facilities.

+ Because St. Clare's Hospital-Dover opened midyear, the data cover only the period July through December 2004.

# **B**asic Facts About Treatment for **PNEUMONIA**



*This report gives information on how well hospitals are treating patients with pneumonia. It is important that hospitals give the right tests and treatment to every patient at the right time.*

Pneumonia is a viral or bacterial infection or inflammation that fills the lungs with fluid, lowering the oxygen level in the blood. Symptoms of pneumonia can include fever, fatigue, difficulty breathing, chills, “wet” cough (mucus may look green or bloody), and chest pain.

*The following measures included in this report show the treatments considered standard for someone who is getting hospital care for pneumonia.*

## **Percent of Patients With Pneumonia Who Are Given an Oxygenation Assessment**

### **■ What does this information tell you?**

This information shows what percent of patients with pneumonia had the level of oxygen in their body checked within 24 hours of arriving at the hospital. Higher percentages are better.

### **■ Why is this information important?**

It is important to measure the amount of oxygen in your blood to see if you need oxygen therapy. Pneumonia can lower the oxygen in your blood because the air spaces in your lungs fill with fluid. The oxygen you breathe does not get into your bloodstream. The assessment may include an ABG (arterial blood gas) or pulse oximetry (electrodes attached to a part of your body such as a finger, earlobe, or skin fold).

## **Percent of Patients With Pneumonia Who Are Given a Screening for Pneumonia Vaccination**

### **■ What does this information tell you?**

This information shows the percent of patients with pneumonia who were screened for the pneumonia vaccination and received the

vaccination before they were discharged from the hospital if indicated. Higher percentages are better.

### **■ Why is this information important?**

The pneumonia vaccine may help prevent or lower the risk of complications of pneumonia caused by bacteria. It may also help prevent future infections.

## **Percent of Patients With Pneumonia Who Receive Antibiotics Within 4 Hours**

### **■ What does this information tell you?**

This information shows the percent of patients who received an antibiotic within 4 hours of arrival at the hospital. Higher percentages are better.

### **■ Why is this information important?**

Antibiotics are used to treat pneumonia caused by bacteria. Early treatment with antibiotics can cure bacterial pneumonia and reduce the possibility of complications.

*For more information about lung health, check [www.lungusa.org](http://www.lungusa.org), the American Lung Association’s web site, or [www.medlineplus.gov](http://www.medlineplus.gov) for health information from the National Library of Medicine and the National Institutes of Health.*

# Hospital Quality Oversight

*In addition to this performance report, other steps are taken to promote quality in New Jersey hospitals.*

## ***New Jersey Department of Health and Senior Services (DHSS), Division of Health Care Quality and Oversight***

The Department's oversight activities are intended to promote the health, safety and welfare of patients/residents in New Jersey health care facilities. Within the Department, the Division of Health Care Quality and Oversight regulates acute care facilities. DHSS issues licenses to hospitals, ambulatory care and other acute care facilities. You can access the names, addresses, licensure expiration dates and other information on the facilities licensed by DHSS by visiting [www.state.nj.us/health/hcsa/hospitalsearch/index.html](http://www.state.nj.us/health/hcsa/hospitalsearch/index.html).

In order to evaluate compliance with regulatory standards, the Department conducts comprehensive facility inspections and also responds to specific complaints. In addition to these surveys, the Department conducts inspections under contract to the U.S. Department of Health and Human Services to evaluate facility compliance with Medicare conditions of participation.

The hospital inspection covers access to care, continuity and comprehensiveness of patient care, patient rights, coordination of services, infection control, safety of environment, staffing levels, quality assurance, pharmacy, emergency department services and physical plant. If a hospital does not meet state licensure or Medicare standards, the Department may cite the hospital for a deficiency, and the hospital must submit a plan of correction. The Department may also issue a monetary penalty or take some other action. A summary of

enforcement information may be found at [www.state.nj.us/health/hcsa/hospfines/hfines.htm#actions](http://www.state.nj.us/health/hcsa/hospfines/hfines.htm#actions).

DHSS also collects confidential information on serious preventable adverse events, commonly called medical errors, and ensures that hospitals review these events to prevent reoccurrence.

## ***Joint Commission on Accreditation of Healthcare Organizations (JCAHO)***

JCAHO is an independent, not-for-profit national organization that evaluates and accredits nearly 15,000 health care organizations. To find out if the hospital you are considering is accredited, visit JCAHO's web site at [www.jcaho.org](http://www.jcaho.org), under Quality Check®. You can also request a printed copy from the Customer Service Center at (630) 792-5800.

## ***New Jersey State Board of Medical Examiners, Division of Consumer Affairs, Department of Law and Public Safety***

For specific information on licensure and oversight of New Jersey physicians, visit the Division of Consumer Affairs web site at [www.NJdoctorlist.com](http://www.NJdoctorlist.com).



# Taking an Active Role in YOUR HEALTH CARE



*Take responsibility for your health care by making decisions carefully and learning about your medical condition and treatment options.*

## **Choose A Doctor Carefully**

**Check** whether your insurer includes the physician in its network.

**Get information** about the doctor's training from the doctor's office.

**Find out** if the doctor is board certified in his or her specialty area.

**Check** whether there are any disciplinary actions against the doctor.

**Find out** about the doctor's office hours, back-up coverage to handle emergencies, and how quickly you can obtain an appointment.

## **Manage Your Medications Safely**

**Ask** the pharmacist whether the medicine is what your doctor prescribed.

**Ask** both your doctor and your pharmacist to tell you about your medication in terms you can understand.

- What is the purpose of the medicine?
- How am I supposed to take the medicine, and for how long?
- What side effects are likely? What do I do if they occur?
- Is this medicine safe to take with other medicines or dietary supplements I am taking?
- What food, drink or activities should I avoid while taking this medicine?

**Read** the labels and inserts of the medication to learn about side effects and warnings. If you have any questions about the instructions, ask.

**Bring** a list of all the medications you are taking if you are entering the hospital.

**Include** non-prescription medicines, herbal remedies and dietary supplements such as vitamins.

**Show** the list of medicines to your doctor, surgeon, the hospital pharmacist, the hospital staff and the nursing staff.

- If there isn't time to make a list, bring the medications and keep them in their containers.
- Make sure all your doctors know everything you are taking.

**Bring** all your medications and supplements with you to your doctor at least once a year, even if you are not being admitted to the hospital.

**Inform** your doctors, pharmacist and hospital personnel about any existing drug allergies that you may have.

- While you are in the hospital, if a health care professional administers or replaces your IV solution, ask about the purpose of the IV solution and the dosage.

## **Get the Results of All Tests and Procedures**

**Call** your doctor and ask for your results, whether they are taken in the hospital or in your doctor's office.

- Don't assume that the results are fine if you do not get them when expected or if your doctor neglects to make a follow-up call to explain them.

**Ask** questions about the results and what they mean.

## Know Your Treatment Options

**Understand** what your doctor is telling you about your medical condition.

**Learn** as much as you can. Your doctor and/or your library can help you find reliable information.

**Ask** your doctor to explain all of your alternative treatments and non-surgical options, including the potential risks of each one.

**Consider** getting a second opinion and weigh the possible outcomes of each of your options.

## If You Are Having Surgery

**Be certain** that you, your doctor, and your surgeon all agree on exactly what will be done during surgery and what experiences you should expect.

**Tell** the surgeon, anesthesiologist and nurses about any allergies or previous bad reactions to anesthesia. Tell them about the medications that you are currently taking.

**Discuss** with your doctor what options you have about where the surgery can take place: in the office, in a same-day surgery center, or in a hospital.

## When in the Hospital

**Choose** a hospital that has treated many patients with your condition or the surgery you need. Patients have better results when they are treated in hospitals that have had a lot of experience treating their condition.

**Consider** asking all health care workers that have direct contact with you whether they have washed their hands. Handwashing prevents the spread of infections.

**Find out** which hospital staff will be developing your care plan.

- Who will be leading this function?
- How often will they meet to discuss your needs?
- How often will information be communicated to you and your family?

**Ask** your doctor to explain the treatment plan you will use at home before you are discharged from the hospital.

- Learn about your medication.
- Find out when you can resume your regular activities.
- What kind of follow-up care will you require?
- Will you need professional care?
- Will the hospital assist you in securing someone to help with your care at home?
- What training will the hospital provide to you so that you can continue your treatment at home?
- Ask for copies of results of any medical and lab tests taken while in the hospital.

## Take Charge

**Take good care** of your health by making regular appointments for routine check-ups and preventive care.

**Talk** with your doctor about when you need regular health screenings.

**Create** a healthy lifestyle by eating right, exercising and getting the proper amount of sleep.

**Be prepared** in case of emergencies. Prepare a **Living Will**, a legal document that describes how you want to be treated in case you are incapacitated or near death.

**Learn** your rights and responsibilities while you are in the hospital.

*(See Patient Rights Section on page 14.)*



# Hospital Patients... **KNOW YOUR RIGHTS**

*Under New Jersey law, every New Jersey hospital patient is entitled to certain rights including at least the following:*



## **Medical Care**

- To receive an understandable explanation from your physician of your complete medical condition including recommended treatment, expected results, risks, and reasonable medical alternatives. If your physician believes that some of this information would be detrimental to your health or beyond your ability to understand, the explanation must be given to your next of kin or guardian.
- To give informed written consent prior to the start of specified, non-emergency medical procedures or treatments only after your physician has explained—in terms you can understand—specific details about the recommended procedure or treatment, the risks, time to recover and reasonable medical alternatives.
- To be informed of the hospital's written policies and procedures regarding life-saving methods and the use or withdrawal of life-support.
- To refuse medication and treatment to the extent permitted by law and to be informed of the medical consequences of refusal.
- To be included in experimental research only when you have given informed consent to participate.
- To choose your own private professional nurse and to contract directly for this care during your hospitalization. You can request from the hospital a list of local non-profit professional nurses association registries that refer nurses.
- To receive appropriate assessment and treatment for pain.

## **Transfers**

- To be transferred to another facility only if the current hospital is unable to provide the level of appropriate medical care or if the transfer is requested by you or your next of kin or guardian.
- To receive from a physician an explanation in advance of the reasons for transfer, including alternatives, verification of acceptance from the receiving facility, and assurance that the move will not worsen your medical condition.

## **Communication and Information**

- To be treated with courtesy, consideration and respect for your dignity and individuality.
- To know the names and functions of all physicians and other health care professionals directly caring for you.
- To expeditiously receive the services of a translator or interpreter, if needed, to communicate with the hospital staff.
- To be informed of the names, titles, and duties of other health care professionals and educational institutions that participate in your treatment. You have the right to refuse to allow their participation.
- To be advised in writing of the hospital's rules regarding the conduct of patients and visitors.
- To receive a summary of your rights as a patient, including the name(s) and phone number(s) of the hospital staff member(s) to whom to direct questions or complaints about possible violations of your rights. If at least 10% of the hospital's service area speaks your native

language, you can receive a copy of the summary in your native language, if requested.

## **Medical Records**

- To have prompt access to your medical records. If your physician feels that this access is detrimental to your health, your next of kin or guardian has a right to see your records.
- To obtain a copy of your medical records at a reasonable fee and within 30 days after submitting a written request to the hospital.

## **Cost of Hospital Care**

- To receive a copy of the hospital payment rates, an itemized bill, if requested, and explanation of the charges.
- To appeal any charges, and receive an explanation of the appeals process.
- To obtain the hospital's help in securing public assistance and private health care benefits to which you may be entitled.

## **Discharge Planning**

- To be informed about any need for follow-up care and be assisted in obtaining the follow-up care required after your discharge from the hospital.
- To receive sufficient time before discharge to arrange for follow-up care after hospitalization.
- To be informed by the hospital about the discharge appeal process.

## **Privacy and Confidentiality**

- To be provided with physical privacy during medical treatment and personal hygiene functions, unless you need assistance.
- To be assured confidentiality about your patient stay. Your medical and financial records shall not be released to anyone outside the hospital without your approval, unless you are transferred to another facility that requires the information, or release of the information is required and permitted by law.

- To have access to individual storage space for your private use and to safeguard your property if you are unable to assume that responsibility.

## **Freedom from Abuse and Restraints**

- To be free from physical and mental abuse.
- To be free from restraints, unless they are authorized by a physician for a limited period of time to protect your safety or the safety of others.

## **Civil Rights**

- To receive treatment and medical services without discrimination based on race, age, religion, national origin, sex, sexual preferences, handicap, diagnosis, ability to pay or source of payment.
- To exercise your constitutional, civil and legal rights.

## **Questions, Complaints and Appeals**

- To ask questions of or file grievances about patient rights with a designated hospital staff member and to receive a response within a reasonable period.
- To be provided, by the hospital, with contact information for the New Jersey Department of Health and Senior Services unit that handles questions and complaints.

*(See page 16 for details.)*



# Filing Hospital Complaints

## TO FILE A COMPLAINT ABOUT HOW A NEW JERSEY HOSPITAL...

**Treated you:** **Write** to the Department of Health and Senior Services, Division of Health Care Quality and Oversight, Acute Care Survey Program; PO Box 360; Trenton, New Jersey 08625-0360.

**E-mail** [hcsa@doh.state.nj.us](mailto:hcsa@doh.state.nj.us).

**Handled your application for Charity Care:** **Write** to the Department of Health and Senior Services, Division of Health Care Quality and Oversight, Office of Hospital Financial Reporting and Support, New Jersey Hospital Payment Assistance Program; PO Box 360; Trenton, New Jersey 08625-0360.

**Call** the New Jersey Hospital Payment Assistance Program at (866) 588-5696 or (609) 530-7426.

**Billed you:** **Write** to the Department of Health and Senior Services, Division of Health Care Quality and Oversight, Office of Hospital Financial Reporting and Support; PO Box 360; Trenton, New Jersey 08625-0360.

**Call** the Office of Hospital Financial Reporting and Support at (866) 588-5696 or (609) 530-7426. (*Note: The Department has no jurisdiction over hospital rates and billing practices but provides technical assistance to consumers.*)

**Billed you AND you are covered by a New Jersey Health Maintenance Organization:** **Write** to the Department of Health and Senior Services, Division of Health Care Quality and Oversight, Office of Managed Care; PO Box 360; Trenton, New Jersey 08625-0360.

**Call** the Office of Managed Care at (888) 393-1062.

**Billed you AND you are enrolled in Medicare:** **Call** the Medicare Program at (800) MEDICARE.  
**Visit** the Medicare Program at [www.medicare.gov](http://www.medicare.gov).

## TO FILE A COMPLAINT ABOUT A NEW JERSEY PHYSICIAN WHO TREATED YOU IN THE HOSPITAL:

**Write** to the Board of Medical Examiners; PO Box 183; Trenton, New Jersey 08625-0183.

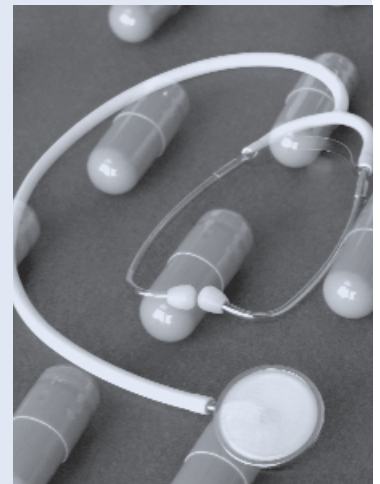
**Visit** the web site, [www.njconsumeraffairs.gov/bme/bmeform.htm](http://www.njconsumeraffairs.gov/bme/bmeform.htm)

**Call** the Board of Medical Examiners at (609) 826-7100 to obtain a complaint form.

## IF YOU HAVE A COMPLAINT ABOUT A NEW JERSEY NURSE WHO CARED FOR YOU IN THE HOSPITAL:

**Write** to the New Jersey Board of Nursing; PO Box 45010; Newark, NJ 07101.

**Call** the New Jersey Board of Nursing at (973) 504-6430.



# Appendix 1

## Quality Improvement Advisory Committee (QIAC) Membership

QIAC, an advisory committee for the Department of Health and Senior Services (DHSS), provided advice in the development of the report.

**Pamela Allen, RPh** (Co-Chair)  
Saint Barnabas  
Healthcare System

**Maureen Bueno, RN, PhD**  
(Co-Chair)  
Robert Wood Johnson  
University Hospital

**Peter A. Gross, MD** (Co-Chair)  
Hackensack University  
Medical Center

**Andrea Aughenbaugh**  
NJ State Nurses Association

**Susan Bane, MD**  
Atlantic City Medical Center

**Douglas Bechard, MD**  
Jersey Shore University  
Medical Center

**Deborah Briggs**  
NJ Council of Teaching Hospitals

**Joel Cantor, ScD**  
Center for State Health Policy  
Rutgers University

**Lawrence Downs, Esq**  
Medical Society of New Jersey

**David Falk, MD**  
United Healthcare of NJ

**Kim Fox**  
Center for State Health Policy  
Rutgers University

**Bernard W. Gerard, Jr**  
Health Professionals and  
Allied Employees

**Michele Guhl**  
NJ Association of Health Plans

**Mary Willis Gulbranson**  
NJ Carpenters Fund

**Aline Holmes**  
New Jersey Hospital Association

**Suzanne Ianni**  
Hospital Alliance of New Jersey

**Felicia Karsos**  
Saint Michael's Medical Center

**Robin L. Keyack, RPh**  
Virtua Health

**David Knowlton**  
NJ Health Care Quality Institute

**Len Leto**  
Division of Pension and Benefits  
NJ Department of Treasury

**Steven Linn, MD**  
South Jersey Healthcare Regional  
Medical Center

**Frank Lumia, MD**  
Deborah Heart and Lung Center

**Michael Mutter**  
Valley Health System

**Barbara Neidz**  
Liberty Health Care System

**Joyce G. Pontbriand**  
PRONJ/The Healthcare Quality  
Improvement Organization of NJ

**John H. Scharf**  
Atlantic Health System

**Molly Sullivan**  
Capital Health System

**Lou Ann Lamattina Uliano**  
Consultant

**Susan Welsh**  
Division of Medical Assistance  
and Health Services  
NJ Department of  
Human Services

**DHSS Staff**  
**Marilyn Dahl,**  
*Deputy Commissioner,*  
Division of Health Care  
Quality & Oversight

**Marcia Cook**  
**Todd Honeycutt**  
**Juana Jackson**  
**Neetu Jain**  
**Timothy Lowe**  
**Emmanuel Noggoh**  
**Frances Prestianni**  
**Sharon Sedlak**  
**Marcia Smiley**  
**Heng Zhu**

# Appendix 2

## Hospital Treatment Scores for heart attacks and pneumonia by geographic area and alphabetically

### Heart Attack

Region/County	Hospital Name	Overall Score %	Aspirin Arrival %	Aspirin Discharge %	Beta Blocker Arrival %	Beta Blocker Discharge %	ACE Inhibitor Discharge %
<b>Top 10% of hospitals scored equal to or higher than:</b>		<b>98</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>
<b>Top 50% of hospitals scored equal to or higher than:</b>		<b>94</b>	<b>95</b>	<b>93</b>	<b>95</b>	<b>93</b>	<b>85</b>
<b>Northwest</b>							
<b>Sussex</b>	Newton Memorial Hospital	<b>94</b>	94	93	93	94	NA
	St. Clare's Hospital-Sussex	<b>97</b>	NA	NA	NA	NA	NA
<b>Warren</b>	Hackettstown Community Hospital	<b>90</b>	87	85	99	89	NA
	Warren Hospital	<b>91</b>	92	88	91	93	NA
<b>Northeast</b>							
<b>Bergen</b>	Bergen Regional Medical Center	<b>77</b>	NA	NA	NA	NA	NA
	Englewood Hospital and Medical Center	<b>97</b>	95	100	97	99	80
	Hackensack University Medical Center	<b>97</b>	98	98	99	97	90
	Holy Name Hospital	<b>83</b>	94	63	95	65	50
	Pascack Valley Hospital	<b>91</b>	93	90	93	91	77
	Valley Hospital	<b>90</b>	89	90	90	93	79
<b>Essex</b>	Cathedral-St. James Hospital	<b>100</b>	NA	NA	NA	NA	NA
	Cathedral-St. Michael's Medical Center	<b>97</b>	99	97	99	97	97
	Clara Maass Medical Center	<b>99</b>	99	100	98	100	NA
	Columbus Hospital	<b>83</b>	85	NA	82	NA	NA
	East Orange General Hospital	<b>76</b>	87	51	89	57	NA
	Irvington General Hospital	<b>97</b>	100	NA	NA	NA	NA
	Mountainside Hospital	<b>95</b>	96	96	97	96	85
	Newark Beth Israel Medical Center	<b>90</b>	96	92	90	89	71
	St. Barnabas Medical Center	<b>96</b>	97	96	94	96	91
	UMDNJ-University Hospital	<b>94</b>	96	93	96	91	97
<b>Hudson</b>	Bayonne Medical Center	<b>93</b>	100	83	93	92	NA
	Christ Hospital	<b>67</b>	89	38	65	44	NA
	Greenville Hospital	<b>78</b>	87	62	81	73	NA
	Jersey City Medical Center	<b>92</b>	99	NA	98	76	NA
	Meadowlands Hospital Medical Center	<b>86</b>	93	NA	86	NA	NA
	Palisades Medical Center of New York	<b>96</b>	99	90	98	91	NA
	St. Mary Hospital (Hoboken)	<b>75</b>	86	50	78	68	NA
<b>Morris</b>	Chilton Memorial Hospital	<b>100</b>	99	100	100	100	NA
	Morristown Memorial Hospital	<b>98</b>	99	100	99	98	93
	St. Clare's Hospital-Denville	<b>94</b>	96	92	97	89	NA
	St. Clare's Hospital-Dover +	<b>76</b>	NA	NA	NA	NA	NA
<b>Passaic</b>	Barnert Hospital	<b>78</b>	84	NA	75	NA	NA
	PBI Regional Medical Center	<b>81</b>	94	78	88	77	52
	St. Joseph's Hospital and Medical Center	<b>94</b>	99	92	95	93	82
	St. Joseph's Wayne Hospital	<b>86</b>	92	85	84	76	NA
	St. Mary's Hospital (Passaic)	<b>85</b>	90	NA	75	NA	NA
<b>Union</b>	Muhlenberg Regional Medical Center	<b>89</b>	92	89	88	89	NA
	Overlook Hospital	<b>99</b>	99	99	98	100	100
	RWJ University Hospital at Rahway	<b>92</b>	94	84	95	89	NA
	Trinitas Hospital	<b>86</b>	89	74	92	82	NA
	Union Hospital	<b>95</b>	98	93	96	93	NA

## Heart Attack

Region/County	Hospital Name	Overall Score %	Aspirin Arrival %	Aspirin Discharge %	Beta Blocker Arrival %	Beta Blocker Discharge %	ACE Inhibitor Discharge %
<b>Central</b>							
<b>Hunterdon</b>	Hunterdon Medical Center	<b>94</b>	95	100	94	93	NA
<b>Mercer</b>	Capital Health System at Fuld	<b>97</b>	95	NA	100	100	NA
	Capital Health System at Mercer	<b>94</b>	95	100	90	95	NA
	RWJ University Hospital at Hamilton	<b>96</b>	96	93	97	97	92
	St. Francis Medical Center	<b>97</b>	98	98	100	98	83
	University Medical Center at Princeton	<b>100</b>	100	98	99	100	NA
<b>Middlesex</b>	JFK Medical Center (Edison)	<b>82</b>	90	72	85	72	60
	Raritan Bay Medical Center—Old Bridge	<b>86</b>	91	90	87	75	NA
	Raritan Bay Medical Center—Perth Amboy	<b>95</b>	98	96	93	96	88
	Robert Wood Johnson University Hospital	<b>98</b>	97	100	98	98	90
	St. Peter's University Hospital	<b>99</b>	99	100	99	100	NA
<b>Monmouth</b>	Bayshore Community Hospital	<b>82</b>	94	61	84	67	NA
	CentraState Medical Center	<b>81</b>	89	79	75	78	NA
	Jersey Shore University Medical Center	<b>94</b>	93	97	90	94	82
	Monmouth Medical Center	<b>93</b>	95	95	93	92	NA
	Riverview Medical Center	<b>97</b>	98	96	99	90	NA
<b>Ocean</b>	Community Medical Center	<b>98</b>	96	98	97	100	100
	Kimball Medical Center	<b>95</b>	95	96	95	95	NA
	Ocean Medical Center	<b>88</b>	88	91	84	93	89
	Southern Ocean County Hospital	<b>93</b>	94	91	92	93	NA
<b>Somerset</b>	Somerset Medical Center	<b>91</b>	93	97	84	94	93
<b>South</b>							
<b>Atlantic</b>	AtlantiCare Regional Medical Ctr.—City	<b>96</b>	92	98	97	100	NA
	AtlantiCare Regional Medical Ctr.—Mainland	<b>97</b>	98	98	98	97	85
	Shore Memorial Hospital	<b>88</b>	88	90	84	92	NA
	William B. Kessler Memorial Hospital	<b>89</b>	93	94	90	81	NA
<b>Burlington</b>	Deborah Heart and Lung Center	<b>99</b>	NA	100	NA	100	95
	Lourdes Medical Center of Burlington Cty.	<b>91</b>	94	NA	92	93	NA
	Virtua—Memorial Hospital Burlington Cty.	<b>99</b>	98	99	99	100	96
	Virtua—West Jersey Hospital Marlton	<b>95</b>	94	94	96	100	NA
<b>Camden</b>	Cooper Hospital/University Medical Center	<b>95</b>	95	97	93	97	82
	Kennedy Mem. Hospitals UMC—Cherry Hill	<b>86</b>	94	80	86	81	NA
	Kennedy Mem. Hospitals UMC—Stratford	<b>94</b>	98	89	97	91	NA
	Our Lady of Lourdes Medical Center	<b>98</b>	94	98	97	98	96
	Virtua—West Jersey Hospital Berlin	<b>97</b>	95	97	98	100	NA
	Virtua—West Jersey Hospital Voorhees	<b>98</b>	98	100	99	99	NA
<b>Cape May</b>	Burdette Tomlin Memorial Hospital	<b>92</b>	89	94	96	97	NA
<b>Cumberland</b>	South Jersey Healthcare Reg. Medical Ctr. *	<b>91</b>	93	89	95	88	NA
<b>Gloucester</b>	Kennedy Mem. Hospitals UMC—Wash. Twp.	<b>85</b>	87	71	93	81	NA
	Underwood-Memorial Hospital	<b>95</b>	94	86	99	95	NA
<b>Salem</b>	Memorial Hospital of Salem County	<b>82</b>	94	59	91	64	NA
	South Jersey Hospital—Elmer	<b>97</b>	97	NA	100	96	NA

**NA** (Not Applicable) indicates that the hospital had a small number (less than 25) of patients for this measure and so the rate is not reported publicly. However, the patients for these measures are included in the Overall Score resulting in reportable measure.

\* In August 2004, South Jersey Healthcare Systems closed Bridgeton and Newcomb hospitals and opened one replacement hospital, South Jersey Healthcare Regional Medical Center. The rates reflect patients from all three facilities.

+ Because St. Clare's Hospital—Dover opened midyear, the data cover only the period July through December 2004.

# Appendix 2

Continued

## Pneumonia

Region/County	Hospital Name	Overall Score %	Oxygenation Assessment %	Pneumonia Vaccination %	Antibiotic Timing %
<b>Top 10% of hospitals scored equal to or higher than:</b>		<b>92</b>	<b>100</b>	<b>89</b>	<b>87</b>
<b>Top 50% of hospitals scored equal to or higher than:</b>		<b>84</b>	<b>100</b>	<b>71</b>	<b>77</b>
<b>Northwest</b>					
<b>Sussex</b>	Newton Memorial Hospital	<b>90</b>	100	80	85
	St. Clare's Hospital–Sussex	<b>93</b>	100	85	90
<b>Warren</b>	Hackettstown Community Hospital	<b>92</b>	100	92	83
	Warren Hospital	<b>90</b>	100	88	80
<b>Northeast</b>					
<b>Bergen</b>	Bergen Regional Medical Center	<b>79</b>	95	70	68
	Englewood Hospital and Medical Center	<b>84</b>	100	69	79
	Hackensack University Medical Center	<b>92</b>	100	86	87
	Holy Name Hospital	<b>80</b>	100	62	70
	Pascack Valley Hospital	<b>85</b>	96	79	77
	Valley Hospital	<b>85</b>	99	77	76
	<b>Essex</b>	Cathedral–St. James Hospital	<b>86</b>	96	85
Cathedral–St. Michael's Medical Center		<b>85</b>	100	62	80
Clara Maass Medical Center		<b>89</b>	100	89	77
Columbus Hospital		<b>75</b>	95	72	56
East Orange General Hospital		<b>76</b>	91	52	72
Irvington General Hospital		<b>92</b>	99	83	90
Mountainside Hospital		<b>85</b>	100	76	76
Newark Beth Israel Medical Center		<b>78</b>	99	59	64
St. Barnabas Medical Center		<b>87</b>	99	83	74
UMDNJ–University Hospital		<b>77</b>	99	54	57
<b>Hudson</b>	Bayonne Medical Center	<b>76</b>	93	52	72
	Christ Hospital	<b>76</b>	97	55	61
	Greenville Hospital	<b>84</b>	99	67	75
	Jersey City Medical Center	<b>71</b>	100	20	59
	Meadowlands Hospital Medical Center	<b>76</b>	100	32	73
	Palisades Medical Center of New York	<b>79</b>	99	72	63
	St. Mary Hospital (Hoboken)	<b>87</b>	99	88	75
<b>Morris</b>	Chilton Memorial Hospital	<b>92</b>	99	93	83
	Morristown Memorial Hospital	<b>87</b>	100	67	85
	St. Clare's Hospital–Denville	<b>87</b>	100	73	83
	St. Clare's Hospital–Dover +	<b>89</b>	100	79	86
<b>Passaic</b>	Barnert Hospital	<b>80</b>	99	54	73
	PBI Regional Medical Center	<b>77</b>	95	55	71
	St. Joseph's Hospital and Medical Center	<b>72</b>	99	20	65
	St. Joseph's Wayne Hospital	<b>83</b>	99	64	78
	St. Mary's Hospital (Passaic)	<b>89</b>	98	77	88
<b>Union</b>	Muhlenberg Regional Medical Center	<b>90</b>	100	78	87
	Overlook Hospital	<b>79</b>	100	57	71
	RWJ University Hospital at Rahway	<b>84</b>	96	58	88
	Trinitas Hospital	<b>66</b>	93	22	62
	Union Hospital	<b>92</b>	100	92	84

## Pneumonia

Region/County	Hospital Name	Overall Score %	Oxygenation Assessment %	Pneumonia Vaccination %	Antibiotic Timing %
<b>Central</b>					
<b>Hunterdon</b>	Hunterdon Medical Center	<b>86</b>	100	73	79
<b>Mercer</b>	Capital Health System at Fuld	<b>73</b>	100	49	58
	Capital Health System at Mercer	<b>78</b>	100	53	65
<b>Middlesex</b>	RWJ University Hospital at Hamilton	<b>91</b>	100	89	81
	St. Francis Medical Center	<b>79</b>	100	66	66
	University Medical Center at Princeton	<b>88</b>	100	82	79
	JFK Medical Center (Edison)	<b>84</b>	100	73	73
	Raritan Bay Medical Center–Old Bridge	<b>79</b>	98	58	73
	Raritan Bay Medical Center–Perth Amboy	<b>79</b>	98	67	63
<b>Monmouth</b>	Robert Wood Johnson University Hospital	<b>92</b>	100	93	82
	St. Peter's University Hospital	<b>90</b>	100	87	82
	Bayshore Community Hospital	<b>80</b>	99	56	77
	CentraState Medical Center	<b>75</b>	100	56	59
	Jersey Shore University Medical Center	<b>79</b>	99	80	57
	Monmouth Medical Center	<b>88</b>	99	78	82
<b>Ocean</b>	Riverview Medical Center	<b>86</b>	99	78	78
	Community Medical Center	<b>85</b>	98	91	68
	Kimball Medical Center	<b>91</b>	99	92	81
	Ocean Medical Center	<b>86</b>	100	76	76
<b>Somerset</b>	Southern Ocean County Hospital	<b>83</b>	100	69	75
<b>Somerset</b>	Somerset Medical Center	<b>86</b>	100	75	79
<b>South</b>					
<b>Atlantic</b>	AtlantiCare Regional Medical Center–City	<b>96</b>	100	88	96
	AtlantiCare Regional Medical Center–Mainland	<b>93</b>	100	81	93
	Shore Memorial Hospital	<b>82</b>	99	78	67
<b>Burlington</b>	William B. Kessler Memorial Hospital	<b>79</b>	100	45	80
	Deborah Heart and Lung Center	<b>72</b>	NA	NA	NA
	Lourdes Medical Center of Burlington Cty.	<b>79</b>	100	48	77
	Virtua–Memorial Hospital Burlington Cty.	<b>89</b>	100	78	86
<b>Camden</b>	Virtua–West Jersey Hospital Marlton	<b>81</b>	100	41	91
	Cooper Hospital/University Medical Center	<b>81</b>	99	62	69
	Kennedy Mem. Hospitals UMC–Cherry Hill	<b>76</b>	100	31	82
	Kennedy Mem. Hospitals UMC–Stratford	<b>81</b>	100	40	87
	Our Lady of Lourdes Medical Center	<b>79</b>	100	57	69
	Virtua–West Jersey Hospital Berlin	<b>89</b>	99	72	87
<b>Cape May</b>	Virtua–West Jersey Hospital Voorhees	<b>77</b>	100	36	77
	Burdette Tomlin Memorial Hospital	<b>81</b>	100	45	84
<b>Cumberland</b>	South Jersey Healthcare Regional Medical Center *	<b>77</b>	99	52	68
<b>Gloucester</b>	Kennedy Mem. Hospitals UMC–Wash. Twp.	<b>77</b>	100	42	71
	Underwood–Memorial Hospital	<b>84</b>	100	62	80
<b>Salem</b>	Memorial Hospital of Salem County	<b>83</b>	99	64	79
	South Jersey Hospital–Elmer	<b>91</b>	100	93	79

**NA** (Not Applicable) indicates that the hospital had a small number (less than 25) of patients for this measure and so the rate is not reported publicly. However, the patients for these measures are included in the Overall Score resulting in reportable measure.

\* In August 2004, South Jersey Healthcare Systems closed Bridgeton and Newcomb hospitals and opened one replacement hospital, South Jersey Healthcare Regional Medical Center. The rates reflect patients from all three facilities.

+ Because St. Clare's Hospital–Dover opened midyear, the data cover only the period July through December 2004.

# Appendix 3

## *NJ General Acute Care Hospitals*

### **AtlantiCare Regional Medical Center–City Division**

1925 Pacific Avenue  
Atlantic City, NJ 08401  
(609) 344-4081  
www.atlanticare.org

### **AtlantiCare Regional Medical Center–Mainland Division**

Jimmie Leeds Road  
Pomona, NJ 08240  
(609) 652-1000  
www.atlanticare.org

### **Barnert Hospital**

680 Broadway  
Paterson, NJ 07514  
(973) 977-6600  
www.barnert Hosp.com

### **Bayonne Medical Center**

29th Street & Avenue E  
Bayonne, NJ 07002  
(201) 858-5000  
www.bayonnemedicalcenter.com

### **Bayshore Community Hospital**

727 North Beers Street  
Holmdel, NJ 07733  
(732) 739-5900  
www.bchs.com

### **Bergen Regional Medical Center**

230 E. Ridgewood Avenue  
Paramus, NJ 07652  
(201) 967-4000  
www.bergenregional.com

### **Burdette Tomlin Memorial Hospital**

Two Stone Harbor Boulevard  
Cape May Court House, NJ 08210  
(609) 463-2000  
www.btmh.com

### **Capital Health System at Fuld**

750 Brunswick Avenue  
Trenton, NJ 08638  
(609) 394-6000  
www.capitalhealth.org

### **Capital Health System at Mercer**

446 Bellevue Avenue  
Trenton, NJ 08618  
(609) 394-4000  
www.capitalhealth.org

### **Cathedral–St. James Hospital**

155 Jefferson Street  
Newark, NJ 07050  
(973) 589-1300  
www.cathedralhealth.org

### **Cathedral–St. Michael’s Medical Center**

268 Dr. Martin Luther King Boulevard  
Newark, NJ 07102  
(973) 877-5000  
www.cathedralhealth.org

### **CentraState Medical Center**

901 West Main Street  
Freehold, NJ 07728  
(732) 431-2000  
www.centrastate.com

### **Chilton Memorial Hospital**

97 West Parkway  
Pompton Plains, NJ 07444  
(973) 831-5000  
www.chiltonmemorial.org

### **Christ Hospital**

176 Palisade Avenue  
Jersey City, NJ 07306  
(201) 795-8200  
www.chrighthospital.org

### **Clara Maass Medical Center**

One Clara Maass Drive  
Belleville, NJ 07109  
(973) 450-2000  
www.sbhcs.com/hospitals/clara\_maass

### **Columbus Hospital**

495 North 13th Street  
Newark, NJ 07107  
(973) 268-1400  
www.cathedralhealth.org

### **Community Medical Center**

99 Highway 37 West  
Toms River, NJ 08755  
(732) 557-8000  
www.sbhcs.com/hospitals/community\_medical

### **Cooper Hospital/**

### **University Medical Center**

One Cooper Plaza  
Camden, NJ 08103  
(856) 342-2000  
www.cooperhealth.org

### **Deborah Heart and Lung Center**

200 Trenton Road  
Browns Mills, NJ 08015  
(609) 893-6611  
www.deborah.org

### **East Orange General Hospital**

300 Central Avenue  
East Orange, NJ 07018  
(973) 672-8400  
www.evh.org

### **Englewood Hospital and Medical Center**

350 Engle Street  
Englewood, NJ 07631  
(201) 894-3000  
www.Englewoodhospital.com

**Greenville Hospital**  
1825 Kennedy Boulevard  
Jersey City, NJ 07305  
(201) 547-6100  
www.libertyhealth.org

**Hackensack University Medical Center**  
30 Prospect Avenue  
Hackensack, NJ 07601  
(201) 996-2000  
www.humed.com

**Hackettstown Community Hospital**  
651 Willow Grove Street  
Hackettstown, NJ 07840  
(908) 852-5100  
www.hch.org

**Holy Name Hospital**  
718 Teaneck Road  
Teaneck, NJ 07666  
(201) 833-3000  
www.holyname.org

**Hunterdon Medical Center**  
2100 Wescott Drive  
Flemington, NJ 08822  
(908) 788-6100  
www.hunterdonhealthcare.org

**Irvington General Hospital**  
832 Chancellor Avenue  
Irvington, NJ 07111  
(973) 399-6000  
www.sbhcs.com/hospitals/irvington\_general

**Jersey City Medical Center**  
355 Grand Street  
Jersey City, NJ 07302  
(201) 915-2000  
www.libertyhealth.org

**Jersey Shore University Medical Center**  
1945 Route 33  
Neptune, NJ 07753  
(732) 775-5500  
www.meridianhealth.com

**JFK Medical Center (Edison)/  
Anthony M. Yelencsics Comm. Hosp.**  
65 James Street  
Edison, NJ 08818  
(732) 321-7000  
www.solarishs.org

**Kennedy Memorial Hospitals–  
UMC Cherry Hill Division**  
2201 Chapel Avenue West  
Cherry Hill, NJ 08002  
(856) 488-6500  
www.kennedyhealth.org

**Kennedy Memorial Hospitals–  
UMC Stratford Division**  
18 East Laurel Road  
Stratford, NJ 08084  
(856) 346-6000  
www.kennedyhealth.org

**Kennedy Memorial Hospitals–  
UMC Washington Twp. Division**  
435 Hurffville-Cross Keys Road  
Turnersville, NJ 08012  
(856) 582-2500  
www.kennedyhealth.org

**Kimball Medical Center**  
600 River Avenue  
Lakewood, NJ 08701  
(732) 363-1900  
www.sbhcs.com/hospitals/kimbal\_medical

**Lourdes Medical Center of  
Burlington County**  
218 Sunset Road  
Willingboro, NJ 08046  
(609) 835-2900  
www.lourdesnet.org

**Meadowlands Hospital Medical Center**  
55 Meadowlands Parkway  
Secaucus, NJ 07096  
(201) 392-3100  
www.libertyhealth.org

**Memorial Hospital of Salem County**  
310 Woodstown Road  
Salem, NJ 08079  
(856) 935-1000  
www.mhschealth.com

**Monmouth Medical Center**  
300 Second Avenue  
Long Branch, NJ 07740  
(732) 222-5200  
www.sbhcs.com/hospitals/monmouth\_medical

**Morristown Memorial Hospital**  
100 Madison Avenue  
Morristown, NJ 07962  
(973) 971-5000  
www.atlantichealth.org

**Mountainside Hospital**  
Bay & Highland Avenues  
Montclair, NJ 07042  
(973) 429-6000  
www.atlantichealth.org

**Muhlenberg Regional Medical Center, Inc.**  
Park Ave. & Randolph Road  
Plainfield, NJ 07061  
(908) 668-2000  
www.muhlenberg.com

# Appendix 3

## Continued

### Newark Beth Israel Medical Center

201 Lyons Avenue  
Newark, NJ 07112  
(973) 926-7000  
www.sbhcs.com/hospitals/newark\_beth\_israel

### Newton Memorial Hospital

175 High Street  
Newton, NJ 07860  
(973) 383-2121  
www.itsyourlife.com

### Ocean Medical Center

425 Jack Martin Boulevard  
Brick, NJ 08724  
(732) 840-2200  
www.meridianhealth.com

### Our Lady of Lourdes Medical Center

1600 Haddon Avenue  
Camden, NJ 08103  
(856) 757-3500  
www.lourdesnet.org

### Overlook Hospital

99 Beauvoir Avenue  
Summit, NJ 07902  
(908) 522-2000  
www.atlantichealth.org

### Palisades Medical Center of New York Presbyterian Healthcare System

7600 River Road  
N. Bergen, NJ 07047  
(201) 854-5000  
www.palisadesmedical.org

### Pascack Valley Hospital

250 Old Hook Road  
Westwood, NJ 07675  
(201) 358-3000  
www.pvhospital.org

### PBI Regional Medical Center

350 Boulevard  
Passaic, NJ 07055  
(973) 365-4300  
www.pbih.org

### Raritan Bay Medical Center– Old Bridge Division

One Hospital Plaza  
Old Bridge, NJ 08857  
(732) 360-1000  
www.rbmc.org

### Raritan Bay Medical Center– Perth Amboy Division

530 New Brunswick Avenue  
Perth Amboy, NJ 08861  
(732) 442-3700  
www.rbmc.org

### Riverview Medical Center

One Riverview Plaza  
Red Bank, NJ 07701  
(732) 741-2700  
www.meridianhealth.com

### Robert Wood Johnson University Hospital

One Robert Wood Johnson Place  
PO Box 2601  
New Brunswick, NJ 08901  
(732) 828-3000  
www.rwjuh.edu

### Robert Wood Johnson University Hospital at Hamilton

One Hamilton Health Place  
Hamilton, NJ 08690  
(609) 586-7900  
www.rwjhamilton.org

### Robert Wood Johnson University Hospital at Rahway

865 Stone Street  
Rahway, NJ 07065  
(732) 381-4200  
www.rwjuhr.com

### Shore Memorial Hospital

1 East New York Avenue  
Somers Point, NJ 08244  
(609) 653-3500  
www.shorememorial.org

### Somerset Medical Center

110 Rehill Avenue  
Somerville, NJ 08876  
(908) 685-2200  
www.somersetmedicalcenter.com

### South Jersey Healthcare Regional Medical Center

1505 West Sherman Avenue  
Vineland, NJ 08360  
(856) 641-8000  
www.sjhs.com

### South Jersey Hospital–Elmer

501 West Front Street  
Elmer, NJ 08318  
(856) 363-1000  
www.sjhs.com

### Southern Ocean County Hospital

1140 Route 72 West  
Manahawkin, NJ 08050  
(609) 978-8900  
www.soch.com

### St. Barnabas Medical Center

94 Old Short Hills Road  
Livingston, NJ 07039  
(973) 322-5000  
www.sbhcs.com/hospitals/saint\_barnabas

**St. Clare's Hospital–Denville**

25 Pocono Road  
Denville, NJ 07834  
(973) 625-6000  
www.saintclares.org

**St. Clare's Hospital–Dover**

400 West Blackwell Street  
Dover, NJ 07801  
(973) 989-3000  
www.saintclares.org

**St. Clare's Hospital–Sussex**

20 Walnut Street  
Sussex, NJ 07461  
(973) 702-2600  
www.saintclares.org

**St. Francis Medical Center**

601 Hamilton Avenue  
Trenton, NJ 08629  
(609) 599-5000  
www.stfrancismedical.com

**St. Joseph's Hospital and Medical Center**

703 Main Street  
Paterson, NJ 07503  
(973) 754-2000  
www.stjosephshealth.org

**St. Joseph's Wayne Hospital**

224 Hamburg Turnpike  
Wayne, NJ 07470  
(973) 942-6900  
www.sjwh.org

**St. Mary Hospital (Hoboken)**

308 Willow Avenue  
Hoboken, NJ 07030  
(201) 418-1000  
www.bonsecoursnj.com

**St. Mary's Hospital (Passaic)**

211 Pennington Avenue  
Passaic, NJ 07055  
(973) 470-3000  
www.smh-passaic.com

**St. Peter's University Hospital**

254 Easton Avenue  
New Brunswick, NJ 08903  
(732) 745-8600  
www.saintpetersuh.com

**Trinitas Hospital**

225 Williamson Street  
Elizabeth, NJ 07207  
(908) 994-5000  
www.trinitashospital.com

**UMDNJ–University Hospital**

150 Bergen Street  
Newark, NJ 07103  
(973) 972-4300  
www.theuniversityhospital.com

**Underwood-Memorial Hospital**

509 N. Broad Street  
Woodbury, NJ 08096  
(856) 845-0100  
www.umhospital.org

**Union Hospital**

1000 Galloping Hill Road  
Union, NJ 07083  
(908) 687-1900  
www.sbhcs.com/hospitals/union\_hospital

**University Medical Center at Princeton**

253 Witherspoon Street  
Princeton, NJ 08540  
(609) 497-4000  
www.mcp.org

**Valley Hospital**

223 North Van Dien Avenue  
Ridgewood, NJ 07450  
(201) 447-8000  
www.valleyhealth.com

**Virtua–Memorial Hospital of Burlington County**

175 Madison Avenue  
Mount Holly, NJ 08060  
(609) 267-0700  
www.virtua.org

**Virtua–West Jersey Hospital Berlin**

100 Townsend Avenue  
Berlin, NJ 08009  
(856) 322-3000  
www.virtua.org

**Virtua–West Jersey Hospital Marlton**

90 Brick Road  
Marlton, NJ 08053  
(856) 355-6000  
www.virtua.org

**Virtua–West Jersey Hospital Voorhees**

101 Carnie Boulevard  
Voorhees, NJ 08043  
(856) 325-3000  
www.virtua.org

**Warren Hospital**

185 Roseberry Street  
Phillipsburg, NJ 08865  
(908) 859-6700  
www.warrenhospital.org

**William B. Kessler Memorial Hospital**

600 S. White Horse Pike  
Hammonton, NJ 08037  
(609) 561-6700  
www.kesslerhospital.org