

NEW JERSEY 2006

HOSPITAL PERFORMANCE REPORT



Jon S. Corzine
Governor



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

A MESSAGE . . .



From the Governor

Dear Friends:

The annual Hospital Performance Report plays a vital role in my administration's efforts to provide the highest quality hospital care to all residents of New Jersey. By publishing rates reflecting how often each New Jersey hospital uses commonly accepted best practices to treat patients with specific conditions, the report provides information that educates the consumer about hospitals, holds hospitals answerable for their performance, and promotes healthy competition among hospitals around the quality of their services.

The success of New Jersey hospitals in implementing effective strategies to rapidly improve their performance has made us national leaders in providing patients with the best possible health care. This third edition of the report reflects these rapid improvements and demonstrates our hospitals' commitment to achieving excellence.

I look forward to continuing this partnership with New Jersey hospitals and to providing valuable resources that help consumers make informed health care choices.

A stylized, handwritten signature in black ink, likely belonging to Jon S. Corzine.

Jon S. Corzine
Governor

For additional copies of this report, please contact the Office of the Commissioner, Health Care Quality Assessment, New Jersey Department of Health and Senior Services, P.O. Box 360, Trenton, New Jersey 08625-0360; call (800) 418-1396.

Explore our website at www.state.nj.us/health/hpr, and choose which hospitals you want to compare.

Portions of this report rely on 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:

Improving the quality of health care in New Jersey has never been more achievable than it is today. I am proud to present the *New Jersey 2006 Hospital Performance Report*, the third annual report on hospital quality. Since we began publishing these reports in 2004, the scores that measure how well New Jersey hospitals are treating patients with heart attacks (acute myocardial infarction) and pneumonia have improved significantly. The Department is committed to continuing this upward trend. We have also expanded this year's report to include measures for the treatment of heart failure.

The information in this report is intended to help you, the consumer, become better informed about health care in New Jersey. The report provides you with information on what questions to ask health care professionals and hospitals when facing a hospital stay. We trust that the report will become one of the resources you use when making important choices about your health.

This report is also designed to promote hospital accountability for improving quality. It allows hospitals to compare their own performance to that of other New Jersey hospitals.

The Quality Improvement Advisory Committee (QIAC) was created to assist the Department in improving the quality of care in hospitals. QIAC, composed of leaders from New Jersey's hospital industry, physicians and nurses, insurers and other payors, and universities, meets regularly with the Department to offer advice on quality issues. I would like to express my appreciation to the QIAC members for their ongoing contributions to this report as well as other quality initiatives.

In conjunction with this report, we have created an interactive web site, www.state.nj.us/health/hpr. We invite you to visit this web site, which allows you to choose hospitals to compare by region or county, and provides additional consumer and professional health information.

We strive to provide you with useful information on hospital quality. We welcome your feedback on ways to improve this report in the future. Send your comments to hospital.quality@doh.state.nj.us.

A stylized, handwritten signature in black ink, likely belonging to Fred M. Jacobs.

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



CONTENTS

2-3 Hospital Quality and Using This Report
How to use this report

4-5 Overall Scores
Heart Attack, Pneumonia and
Congestive Heart Failure

6-7 Heart Attack Treatment Scores
▶ Overall heart attack score
▶ Aspirin at arrival
▶ Aspirin at discharge
▶ Beta blocker at arrival
▶ Beta blocker at discharge
▶ ACE inhibitor or ARB at discharge
▶ Smoking cessation advice
▶ PCI within 120 minutes

8-9 Basic Facts on Treatment for Heart Attacks
Reviews the treatment measures in
this report and gives health care
information

10-11 Pneumonia Treatment Scores
▶ Overall pneumonia score
▶ Oxygenation assessment
▶ Pneumonia vaccination screening
▶ Antibiotic timing
▶ Antibiotic selection
▶ Blood culture before initial antibiotic
▶ Smoking cessation advice

12-13 Basic Facts on Treatment for Pneumonia
Reviews the treatment measures
in this report and gives health
care information

14-15 Congestive Heart Failure Treatment Scores
▶ Overall congestive heart failure score
▶ Left ventricular function (LVF) assessment
▶ ACE inhibitor or ARB at discharge
▶ Discharge instructions
▶ Smoking cessation advice

**16 Basic Facts on Treatment for
Congestive Heart Failure**
Reviews the treatment measures in this
report and gives health care information

17 Hospital Quality Oversight
Reviews oversight activities

18-19 Taking an Active Role in Your Health Care
Reviews patient responsibilities in
maintaining health including
understanding treatment options

20-21 Hospital Patients...Know Your Rights
Reviews patient rights in New Jersey

22-23 Health Information and Referral
Provides resources on hospital quality care

24 To File a Complaint...
How to file a hospital complaint

25 Appendix 1
Quality Improvement Advisory Committee

26 Appendix 2
NJ General Acute Care Hospitals

HOSPITAL QUALITY USING THIS REPORT

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

The report shows how each hospital treats eligible patients with a heart attack, pneumonia, or congestive heart failure. Patients must receive the correct care in order to fully recover. The measures used in this report were developed by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and are also used by the Centers for Medicare and Medicaid Services (CMS) and have been endorsed by the National Quality Forum (NQF).

What do the hospital scores mean?

The report includes three Overall Scores for how each hospital treats patients diagnosed with heart attack, pneumonia or congestive heart failure, as well as the scores for the individual measures for each of these conditions. The Overall Scores are shown on pages 4 and 5. Scores for individual measures are provided on the following pages.

The score for each measure reflects the percentage of eligible patients who received the correct treatment. For example, an 85% rate means that the hospital provided the recommended care for 85% of the eligible patients. The goal for each measure is 100% compliance, so that all patients receive the best care. Patients who should not receive the treatments due to their specific conditions are excluded from the measures. Small differences in hospital scores do not indicate 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 is the information collected?

The information is collected by hospitals through looking at patient medical records. This review shows whether a patient had a diagnosis making him/her eligible for the treatment and received the correct care. CMS collects the same data and has examined its accuracy by checking a small number of patient records. The Department relies on the CMS audit results to avoid duplication of effort. All New Jersey hospitals passed this review although one hospital did not submit all the required information. To learn more about the data collection methods and the CMS audit process, see the technical report at www.state.nj.us/health/hpr.

If doctors make decisions on where a patient should get care, why should I study hospital performance?

Many consumers want a doctor's recommendation on hospitals. Frequently, people collect as much information as possible to make informed decisions. This report will provide some of that information.

Many people choose doctors according to their doctor's hospital affiliation. A doctor must have privileges at a hospital to admit patients. Your doctor may admit to several hospitals. If you are enrolled in a managed care plan, use this report to help review 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 employ doctors with different specialties, expertise and abilities. These differences will influence the quality of the care that you receive.

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.

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

This report is not intended to be used alone. It is designed to provide important information to help you make informed decisions. Use this report in conjunction with other information in making decisions about hospitals.

What should I do with the information I learn from this report?

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

WHY FOCUS ON HEART ATTACK, PNEUMONIA AND CONGESTIVE HEART FAILURE?

Conditions	Importance	Treatments Covered in this Report
Heart Attack or Acute Myocardial Infarction (AMI)	Nationally leads to 1.2 million people with new or recurrent attacks each year with approximately 500,000 deaths.	<ul style="list-style-type: none">• Aspirin at Arrival• Aspirin at Discharge• Beta Blocker at Arrival• Beta Blocker at Discharge• ACE Inhibitor/ARB at Discharge• Smoking Cessation Advice• PCI within 120 Minutes
Pneumonia	Nationally accounts for 1 million admissions to hospitals, 4 million episodes of illness, and a major cause of death each year.	<ul style="list-style-type: none">• Oxygenation Assessment• Pneumonia Vaccination Screening• Antibiotic Timing• Antibiotic Selection• Blood Culture before Initial Antibiotic• Smoking Cessation Advice
Congestive Heart Failure (CHF)	Nationally results in about 1 million annual hospital admissions and growing rapidly; the most common reason for admission for patients 65 and older.	<ul style="list-style-type: none">• Left Ventricular Function (LVF) Assessment• ACE Inhibitor/ARB at Discharge• Discharge Instructions• Smoking Cessation Advice

OVERALL SCORES HEART ATTACK, PNEUMONIA & CONGESTIVE HEART FAILURE

This information summarizes hospital performance on treating heart attacks, pneumonia and congestive heart failure in 2005. The Overall Score is a composite of all measures for the specific condition and is the percent of time that a hospital gave patients the correct treatment. Hospitals are presented alphabetically by region and county.

REGION/COUNTY	HOSPITAL NAME	Heart Attack %	Pneumonia %	Congestive Heart Failure %
Top 10% of hospitals scored at or higher than:		98	94	95
Top 50% of hospitals scored at or higher than:		94	87	86
NORTHWEST				
Sussex	Newton Memorial Hospital	95	87	90
	St. Clare's Hospital-Sussex	93	97	85
Warren	Hackettstown Regional Medical Center	89	93	85
	Warren Hospital	98	90	92
NORTHEAST				
Bergen	Bergen Regional Medical Center	79	79	NA
	Englewood Hospital and Medical Center	95	85	85
	Hackensack University Medical Center	98	94	96
	Holy Name Hospital	94	80	77
	Pascack Valley Hospital	90	89	77
	Valley Hospital	93	91	71
Essex	Cathedral-St. James Hospital	96	89	95
	Cathedral-St. Michael's Medical Center	93	84	94
	Clara Maass Medical Center	98	95	99
	Columbus Hospital	90	91	89
	East Orange General Hospital	98	83	92
	Mountainside Hospital	89	80	91
	Newark Beth Israel Medical Center	94	86	92
	St. Barnabas Medical Center	93	85	77
	UMDNJ-University Hospital	95	85	93
	Bayonne Medical Center	100	77	85
Hudson	Christ Hospital	84	85	69
	Greenville Hospital	95	79	91
	Jersey City Medical Center	88	77	78
	Meadowlands Hospital Medical Center	92	81	94
	Palisades Medical Center of New York	95	83	95
	St. Mary Hospital (Hoboken)	91	90	81
Morris	Chilton Memorial Hospital	98	86	92
	Morristown Memorial Hospital	96	91	93
	St. Clare's Hospital-Denville	96	96	80
	St. Clare's Hospital-Dover	88	96	73
	Barnert Hospital	69	86	73
Passaic	PBI Regional Medical Center	87	85	62
	St. Joseph's Hospital and Medical Center	93	80	77
	St. Joseph's Wayne Hospital	87	87	74
	St. Mary's Hospital (Passaic)	90	87	72
	Muhlenberg Regional Medical Center	94	92	87
Union	Overlook Hospital	96	87	93
	RWJ University Hospital at Rahway	94	84	82
	Trinitas Hospital	89	83	63

REGION/COUNTY	HOSPITAL NAME	Heart Attack %	Pneumonia %	Congestive Heart Failure %
	Union Hospital	95	87	93
CENTRAL				
Hunterdon	Hunterdon Medical Center	96	90	83
Mercer	Capital Health System at Fuld	93	81	84
	Capital Health System at Mercer	94	88	88
	RWJ University Hospital at Hamilton	97	92	95
	St. Francis Medical Center	93	81	85
	University Medical Center at Princeton	99	94	97
Middlesex	JFK Medical Center (Edison)	93	90	83
	Raritan Bay Medical Center-Old Bridge	91	90	84
	Raritan Bay Medical Center-Perth Amboy	94	88	86
	Robert Wood Johnson University Hospital	98	93	83
	St. Peter's University Hospital	99	92	90
Monmouth	Bayshore Community Hospital	91	90	78
	CentraState Medical Center	90	86	65
	Jersey Shore University Medical Center	99	88	95
	Monmouth Medical Center	91	88	86
	Riverview Medical Center	99	94	88
Ocean	Community Medical Center	96	91	72
	Kimball Medical Center	96	93	90
	Ocean Medical Center	98	87	94
	Southern Ocean County Hospital*	95	84	90
Somerset	Somerset Medical Center	94	93	97
SOUTH				
Atlantic	AtlantiCare Regional Medical Center-City	99	96	99
	AtlantiCare Regional Medical Center-Mainland	97	96	97
	Shore Memorial Hospital	88	88	83
	William B. Kessler Memorial Hospital	94	82	71
Burlington	Deborah Heart and Lung Center	99	73	99
	Lourdes Medical Center of Burlington County	92	80	63
	Virtua-Memorial Hospital Burlington County	96	91	91
	Virtua-West Jersey Hospital Marlton	96	85	91
Camden	Cooper Hospital/University Medical Center	97	86	88
	Kennedy Mem. Hospitals UMC-Cherry Hill	92	84	76
	Kennedy Mem. Hospitals UMC-Stratford	87	88	79
	Our Lady of Lourdes Medical Center	97	85	86
	Virtua-West Jersey Hospital Berlin	98	95	96
	Virtua-West Jersey Hospital Voorhees	97	81	88
Cape May	Burdette Tomlin Memorial Hospital	93	84	84
Cumberland	South Jersey Healthcare Regional Medical Center	96	85	87
Gloucester	Kennedy Mem. Hospitals UMC-Wash. Twp.	94	85	77
	Underwood-Memorial Hospital	98	85	88
Salem	Memorial Hospital of Salem County	89	77	59
	South Jersey Hospital-Elmer	98	90	90

NA (Not Applicable) indicates that the hospital had a small number (less than 25) of patients for the Overall Score and so the rate is not reported publicly.

*Southern Ocean County Hospital did not submit all of the required records for the CMS data accuracy review.

HEART ATTACK TREATMENT SCORES

This information summarizes hospital performance on treating heart attacks in 2005. The Overall Score is a composite of the seven heart attack measures. The score is the percent of time that a hospital gave patients the correct treatment. Hospitals are presented from the highest (best) to lowest Overall Score.

HOSPITAL NAME	Overall Score %	Aspirin Arrival %	Aspirin Discharge %	Beta Blocker Arrival %	Beta Blocker Discharge %	ACEI/ARB Discharge %	Smoking Cessation Advice %	PCI within 120 Minutes %
Top 10% of hospitals scored at or higher than:	98	100	100	100	100	100	100	100
Top 50% of hospitals scored at or higher than:	94	97	95	95	97	88	100	63
Bayonne Medical Center	100	100	100	100	100	NA	NA	NA
University Medical Center at Princeton	99	99	100	99	100	NA	NA	NA
Riverview Medical Center	99	100	100	100	100	NA	100	85
St. Peter's University Hospital	99	100	100	98	98	NA	NA	NA
Jersey Shore University Medical Center	99	99	99	99	100	99	100	80
AtlantiCare Regional Medical Center-City	99	98	100	98	100	NA	NA	NA
Deborah Heart and Lung Center	99	NA	100	NA	98	96	99	NA
Clara Maass Medical Center	98	100	100	100	100	NA	NA	NA
Virtua-West Jersey Hospital Berlin	98	99	100	99	97	NA	NA	NA
South Jersey Hospital-Elmer	98	97	NA	100	NA	NA	NA	NA
East Orange General Hospital	98	100	96	98	98	NA	NA	NA
Hackensack University Medical Center	98	100	100	100	99	93	100	84
Robert Wood Johnson University Hospital	98	98	100	97	100	94	100	77
Chilton Memorial Hospital	98	99	100	99	100	NA	NA	84
Ocean Medical Center	98	98	100	97	100	NA	NA	86
Warren Hospital	98	100	NA	98	97	NA	NA	NA
Underwood-Memorial Hospital	98	97	97	98	100	NA	NA	NA
AtlantiCare Regional Medical Center-Mainland	97	100	100	100	100	100	100	44
Virtua-West Jersey Hospital Voorhees	97	97	97	96	100	NA	NA	NA
Our Lady of Lourdes Medical Center	97	97	99	96	99	84	99	NA
RWJ University Hospital at Hamilton	97	99	97	99	99	97	92	74
Cooper Hospital/University Medical Center	97	98	98	97	98	91	97	NA
Overlook Hospital	96	99	98	99	98	94	NA	74
Hunterdon Medical Center	96	97	100	99	93	NA	NA	NA
St. Clare's Hospital-Denville	96	99	98	98	95	89	100	85
Community Medical Center	96	96	100	94	100	100	100	61
South Jersey Healthcare Regional Medical Center	96	97	95	98	93	92	NA	NA
Virtua-Memorial Hospital Burlington County	96	96	96	98	98	83	NA	NA
Kimball Medical Center	96	97	94	94	100	NA	NA	NA
Morristown Memorial Hospital	96	100	98	98	98	88	100	56
Cathedral-St. James Hospital	96	98	NA	94	NA	NA	NA	NA
Virtua-West Jersey Hospital Marlton	96	98	95	96	98	NA	NA	NA
UMDNJ-University Hospital	95	100	96	100	98	94	94	33
Palisades Medical Center of New York	95	96	96	94	97	NA	NA	NA
Englewood Hospital and Medical Center	95	96	99	93	99	88	97	60
Southern Ocean County Hospital*	95	96	89	99	96	NA	NA	NA
Union Hospital	95	98	88	97	93	NA	NA	NA
Newton Memorial Hospital	95	93	100	98	94	NA	NA	NA
Greenville Hospital	95	100	NA	97	NA	NA	NA	NA

HOSPITAL NAME	Overall Score %	Aspirin Arrival %	Aspirin Discharge %	Beta Blocker Arrival %	Beta Blocker Discharge %	ACEI/ARB Discharge %	Smoking Cessation Advice %	PCI within 120 Minutes %
Top 10% of hospitals scored at or higher than:	98	100	100	100	100	100	100	100
Top 50% of hospitals scored at or higher than:	94	97	95	95	97	88	100	63
Capital Health System at Mercer	94	98	NA	NA	93	NA	NA	NA
William B. Kessler Memorial Hospital	94	100	NA	93	NA	NA	NA	NA
Raritan Bay Medical Center-Perth Amboy	94	96	100	93	98	96	100	62
Muhlenberg Regional Medical Center	94	91	95	95	98	NA	NA	91
Newark Beth Israel Medical Center	94	96	96	90	94	89	100	NA
RWJ University Hospital at Rahway	94	98	NA	93	92	NA	NA	NA
Kennedy Mem. Hospitals UMC-Wash. Twp.	94	95	93	95	96	NA	NA	NA
Somerset Medical Center	94	96	98	93	99	97	100	58
Holy Name Hospital	94	97	89	95	91	84	NA	NA
JFK Medical Center (Edison)	93	98	92	93	88	87	NA	NA
St. Clare's Hospital-Sussex	93	NA	NA	NA	NA	NA	NA	NA
Capital Health System at Fuld	93	97	NA	94	97	NA	NA	NA
St. Joseph's Hospital and Medical Center	93	99	96	98	96	83	77	37
Valley Hospital	93	92	96	93	96	93	100	55
Burdette Tomlin Memorial Hospital	93	91	96	94	100	NA	NA	NA
St. Francis Medical Center	93	98	99	100	100	74	76	56
St. Barnabas Medical Center	93	96	95	94	93	85	99	40
Cathedral-St. Michael's Medical Center	93	99	93	87	94	89	100	NA
Meadowlands Hospital Medical Center	92	100	NA	85	NA	NA	NA	NA
Kennedy Mem. Hospitals UMC-Cherry Hill	92	93	100	90	95	NA	NA	NA
Lourdes Medical Center of Burlington County	92	93	89	95	97	NA	NA	NA
St. Mary Hospital (Hoboken)	91	95	NA	93	85	NA	NA	NA
Bayshore Community Hospital	91	96	76	94	83	NA	NA	NA
Raritan Bay Medical Center-Old Bridge	91	91	92	88	98	NA	NA	NA
Monmouth Medical Center	91	96	82	92	95	NA	NA	NA
St. Mary's Hospital (Passaic)	90	96	NA	NA	NA	NA	NA	NA
Columbus Hospital	90	92	NA	87	NA	NA	NA	NA
Pascack Valley Hospital	90	92	92	89	90	NA	NA	NA
CentraState Medical Center	90	93	85	85	89	NA	NA	NA
Mountainside Hospital	89	92	92	94	94	86	NA	32
Hackettstown Regional Medical Center	89	89	79	95	91	NA	NA	NA
Memorial Hospital of Salem County	89	97	NA	95	NA	NA	NA	NA
Trinitas Hospital	89	92	88	94	94	NA	NA	58
Shore Memorial Hospital	88	94	85	86	91	NA	NA	NA
St. Clare's Hospital-Dover	88	96	NA	NA	NA	NA	NA	NA
Jersey City Medical Center	88	99	85	97	86	73	91	44
St. Joseph's Wayne Hospital	87	88	74	92	85	NA	NA	NA
PBI Regional Medical Center	87	88	87	92	91	65	88	49
Kennedy Mem. Hospitals UMC-Stratford	87	99	83	95	81	NA	NA	NA
Christ Hospital	84	96	60	93	50	NA	NA	NA
Bergen Regional Medical Center	79	NA	NA	NA	NA	NA	NA	NA
Barnert Hospital	69	71	NA	77	NA	NA	NA	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, these data are included in the Overall Score.

*Southern Ocean County Hospital did not submit all of the required records for the CMS data accuracy review.

BASIC FACTS *on* TREATMENT FOR HEART ATTACKS

The scores for these measures show how well hospitals are providing care for eligible heart attack patients. A heart attack, or 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 affected heart tissue 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 which 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 ill. Sometimes there are no symptoms.

Patients with contraindications to any of the recommended treatments are excluded from the scores for that treatment. Higher percentages indicate better performance.

Aspirin at Arrival

- ▶ **THIS SCORE TELLS YOU** the percent of heart attack patients who received aspirin within 24 hours of hospital arrival.
- ▶ **THIS INFORMATION IS IMPORTANT** because taking aspirin as soon as symptoms of a heart attack begin may reduce the severity of the attack. Aspirin can help prevent or dissolve existing blood clots. Continued use of aspirin may help reduce the risk of another heart attack.

Aspirin at Discharge

- ▶ **THIS SCORE TELLS YOU** the percent of heart attack patients prescribed aspirin at discharge from the hospital.
- ▶ **THIS INFORMATION IS IMPORTANT** because aspirin can help prevent or dissolve existing blood clots. Continued use of aspirin may help reduce the risk of another heart attack.



Beta Blocker at Arrival

- ▶ **THIS SCORE TELLS YOU** the percent of heart attack patients given a beta blocker within 24 hours of hospital arrival.
- ▶ **THIS INFORMATION IS IMPORTANT** because beta blockers are medicines that lower blood pressure, treat chest pain (angina) and heart failure, and help prevent heart attacks. 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 throughout the entire body from constricting.

Beta Blocker at Discharge

- ▶ **THIS SCORE TELLS YOU** the percent of heart attack patients prescribed a beta blocker at discharge from the hospital.
- ▶ **THIS INFORMATION IS IMPORTANT** because beta blockers are medicines that lower blood pressure, treat chest pain (angina) and heart failure, and help prevent heart attacks. 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 throughout the body from constricting.

ACE Inhibitor or ARB at Discharge

- ▶ **THIS SCORE TELLS YOU** the percent of heart attack patients with left ventricular systolic dysfunction (LVSD) who were prescribed an angiotensin-converting enzyme (ACE) inhibitor or an angiotensin receptor blocker (ARB) at discharge from the hospital.
- ▶ **THIS INFORMATION IS IMPORTANT** because ACE Inhibitors and ARBs are medicines that can help reduce the risk of death after a heart attack. Continued use may help prevent heart failure. ACE Inhibitors and ARBs modify the effects of hormones (angiotensin II) that regulate blood pressure and influence the healing process of the heart. They are prescribed to lower blood pressure and thus lessen the workload of the heart.

Smoking Cessation Advice

- ▶ **THIS SCORE TELLS YOU** the percent of adult heart attack patients with a history of smoking cigarettes who received advice before discharge from the hospital on how to quit smoking.
- ▶ **THIS INFORMATION IS IMPORTANT** because smoking is linked to heart attacks. Quitting may help prevent another one.

PCI within 120 Minutes

- ▶ **THIS SCORE TELLS YOU** the percent of heart attack patients who underwent angioplasty, or a Percutaneous Coronary Intervention (PCI), within 120 minutes of admission to a hospital licensed to perform PCI.
- ▶ **THIS INFORMATION IS IMPORTANT** because PCI is a procedure to open the blocked blood vessels, re-establishing the blood supply to the heart muscle. It involves inserting a catheter (a flexible tube) often through the leg. Increasingly, cardiologists choose to do a PCI instead of prescribing clot-dissolving medication. However, PCI is not available at every general hospital in New Jersey.



PNEUMONIA TREATMENT SCORES

This information summarizes hospital performance on treating pneumonia in 2005. The Overall Score is a composite of the six pneumonia measures. The score is the percent of time that a hospital gave patients the correct treatment. Hospitals are presented from the highest (best) to lowest Overall Score.

HOSPITAL NAME	Overall Score %	Oxygenation Assessment %	Pneumonia Vaccination %	Antibiotic Timing %	Antibiotic Selection %	Blood Cultures %	Smoking Cessation Advice %
Top 10% of hospitals scored at or higher than:	94	100	96	91	90	96	100
Top 50% of hospitals scored at or higher than:	87	100	79	81	83	91	93
St. Clare's Hospital-Sussex	97	100	100	100	89	95	NA
St. Clare's Hospital-Denville	96	100	96	96	88	99	100
AtlantiCare Regional Medical Center-City	96	100	94	91	90	100	100
St. Clare's Hospital-Dover	96	100	96	95	88	99	96
AtlantiCare Regional Medical Center-Mainland	96	100	97	92	88	98	100
Virtua-West Jersey Hospital Berlin	95	100	89	94	93	100	87
Clara Maass Medical Center	95	100	96	87	92	95	100
Riverview Medical Center	94	100	95	90	90	95	100
University Medical Center at Princeton	94	100	93	91	88	94	NA
Hackensack University Medical Center	94	100	94	86	93	93	99
Kimball Medical Center	93	99	96	88	82	98	100
Hackettstown Regional Medical Center	93	100	95	85	89	95	NA
Robert Wood Johnson University Hospital	93	100	88	91	85	95	100
Somerset Medical Center	93	100	91	89	88	91	100
RWJ University Hospital at Hamilton	92	100	89	83	88	96	93
St. Peter's University Hospital	92	100	95	83	88	92	85
Muhlenberg Regional Medical Center	92	99	94	89	80	94	93
Columbus Hospital	91	99	96	83	89	91	94
Valley Hospital	91	99	89	87	82	96	NA
Community Medical Center	91	99	93	81	89	96	99
Morristown Memorial Hospital	91	100	77	86	94	91	94
Virtua-Memorial Hospital Burlington County	91	100	86	89	79	95	93
Bayshore Community Hospital	90	99	93	84	80	93	96
JFK Medical Center (Edison)	90	100	91	86	81	91	100
South Jersey Hospital-Elmer	90	100	83	76	91	96	NA
Raritan Bay Medical Center-Old Bridge	90	99	87	90	82	87	100
Hunterdon Medical Center	90	100	85	84	80	96	82
St. Mary Hospital (Hoboken)	90	99	95	82	86	87	NA
Warren Hospital	90	100	86	89	79	90	NA
Cathedral-St. James Hospital	89	98	93	79	84	90	97
Pascack Valley Hospital	89	100	91	83	77	89	93
Monmouth Medical Center	88	100	80	84	84	89	88
Capital Health System at Mercer	88	100	78	76	89	93	88
Raritan Bay Medical Center-Perth Amboy	88	98	92	77	83	87	95
Jersey Shore University Medical Center	88	100	87	72	90	87	100
Shore Memorial Hospital	88	100	79	85	80	88	97
Kennedy Mem. Hospitals UMC-Stratford	88	100	77	85	79	91	81
Newton Memorial Hospital	87	100	85	81	84	85	85
Ocean Medical Center	87	100	86	79	76	90	100

HOSPITAL NAME	Overall Score %	Oxygenation Assessment %	Pneumonia Vaccination %	Antibiotic Timing %	Antibiotic Selection %	Blood Cultures %	Smoking Cessation Advice %
Top 10% of hospitals scored at or higher than:	94	100	96	91	90	96	100
Top 50% of hospitals scored at or higher than:	87	100	79	81	83	91	93
Union Hospital	87	100	81	85	79	84	98
St. Mary's Hospital (Passaic)	87	99	75	91	83	82	NA
Overlook Hospital	87	100	73	77	88	89	NA
St. Joseph's Wayne Hospital	87	99	74	79	78	94	NA
Cooper Hospital/University Medical Center	86	100	64	72	94	90	86
Chilton Memorial Hospital	86	99	86	76	67	95	90
CentraState Medical Center	86	100	72	79	79	90	100
Newark Beth Israel Medical Center	86	99	73	77	77	88	99
Barnert Hospital	86	95	76	72	87	91	86
Englewood Hospital and Medical Center	85	100	74	72	89	95	100
St. Barnabas Medical Center	85	100	62	80	86	88	96
PBI Regional Medical Center	85	98	77	80	86	86	NA
Virtua-West Jersey Hospital Marlton	85	100	50	90	76	96	88
Christ Hospital	85	99	75	79	80	84	91
Our Lady of Lourdes Medical Center	85	100	55	77	86	89	100
UMDNJ-University Hospital	85	98	78	58	93	96	87
Underwood-Memorial Hospital	85	100	82	61	87	91	89
Kennedy Mem. Hospitals UMC-Wash. Twp.	85	99	71	77	83	87	80
South Jersey Healthcare Regional Medical Center	85	100	62	70	87	93	97
Southern Ocean County Hospital*	84	100	71	73	89	86	80
Cathedral-St. Michael's Medical Center	84	96	70	75	77	89	100
Kennedy Mem. Hospitals UMC-Cherry Hill	84	100	64	84	81	89	50
Burdette Tomlin Memorial Hospital	84	100	61	85	72	86	93
RWJ University Hospital at Rahway	84	98	71	86	76	80	84
East Orange General Hospital	83	97	56	89	65	87	100
Trinitas Hospital	83	93	55	77	88	92	87
Palisades Medical Center of New York	83	97	98	78	73	70	92
William B. Kessler Memorial Hospital	82	99	54	82	80	94	29
St. Francis Medical Center	81	100	72	65	72	89	89
Capital Health System at Fuld	81	100	56	70	79	89	67
Virtua-West Jersey Hospital Voorhees	81	100	43	74	83	93	74
Meadowlands Hospital Medical Center	81	99	72	73	65	92	NA
St. Joseph's Hospital and Medical Center	80	100	63	65	81	82	85
Mountainside Hospital	80	98	77	66	76	78	99
Holy Name Hospital	80	100	66	75	59	93	NA
Lourdes Medical Center of Burlington County	80	100	60	76	73	88	47
Bergen Regional Medical Center	79	98	75	79	44	91	NA
Greenville Hospital	79	95	71	75	62	82	NA
Memorial Hospital of Salem County	77	98	70	72	75	70	65
Bayonne Medical Center	77	95	55	82	76	78	14
Jersey City Medical Center	77	100	62	67	81	61	85
Deborah Heart and Lung Center	73	NA	NA	NA	NA	NA	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, these data are included in the Overall Score.

*Southern Ocean County Hospital did not submit all of the required records for the CMS data accuracy review.

BASIC FACTS *on* TREATMENT FOR PNEUMONIA

The scores for these measures show how well hospitals are treating eligible pneumonia patients. Pneumonia is a viral or bacterial infection or inflammation that fills the lungs with fluid, thereby 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.

Patients with contraindications to any of the recommended treatments are excluded from the scores for that treatment. Higher percentages indicate better performance.



Oxygenation Assessment

- ▶ **THIS SCORE TELLS YOU** what percent of pneumonia patients had their oxygen level checked within 24 hours of hospital arrival.
- ▶ **THIS INFORMATION IS IMPORTANT** because measuring the amount of oxygen in your blood determines if you need oxygen therapy. Pneumonia can lower the oxygen in your blood because the air spaces in your lungs fill with fluid, and the oxygen you breathe does not enter your bloodstream. The assessment may include an ABG (arterial blood gas) or pulse oximetry (electrodes attached to a part of your body).

Pneumonia Vaccination Screening

- ▶ **THIS SCORE TELLS YOU** the percent of pneumonia patients assessed for and, if needed, given the pneumonia vaccine before discharge from the hospital.
- ▶ **THIS INFORMATION IS IMPORTANT** because a pneumonia vaccination may help prevent future bacterial pneumonia and also lower the risk of complications.

Antibiotic Timing

- ▶ **THIS SCORE TELLS YOU** the percent of pneumonia patients who received an antibiotic within 4 hours of hospital arrival.
- ▶ **THIS INFORMATION IS IMPORTANT** because early antibiotic treatment can cure bacterial pneumonia quickly and reduce the possibility of complications. However, it should be noted that controversy has developed around the desirability of hospitals achieving a 100% score on this measure. Pneumonia can be difficult to diagnose quickly, and there is some concern that this measure provides hospitals an inappropriate incentive to use antibiotics for all potential pneumonia patients before a firm diagnosis has been made. Overuse of antibiotics reduces quality of health care, since it can result in bacterial resistance to these antibiotics.

Antibiotic Selection

- ▶ **THIS SCORE TELLS YOU** the percent of pneumonia patients who received the most appropriate antibiotic for their first treatment.
- ▶ **THIS INFORMATION IS IMPORTANT** because different antibiotics treat specific bacterial infections. The initial antibiotic selection should be the best treatment choice for that type of pneumonia.

Blood Culture before Initial Antibiotic

- ▶ **THIS SCORE TELLS YOU** the percent of pneumonia patients in the hospital that had their blood taken and cultured before receiving their first antibiotic.
- ▶ **THIS INFORMATION IS IMPORTANT** because a blood culture indicates which antibiotic will work best to treat that particular type of bacterial pneumonia.

Smoking Cessation Advice

- ▶ **THIS SCORE TELLS YOU** the percent of adult pneumonia patients with a history of smoking cigarettes who received advice before discharge from the hospital on how to quit smoking.
- ▶ **THIS INFORMATION IS IMPORTANT** because smoking may increase the severity of your pneumonia and make it more difficult to recover. Quitting may help improve your condition.



CONGESTIVE HEART FAILURE TREATMENT SCORES

This information summarizes hospital performance on treating congestive heart failure in 2005. The Overall Score is a composite of the four heart failure measures. The score is the percent of time that a hospital gave patients the correct treatment. Hospitals are presented from the highest (best) to lowest Overall Score.

HOSPITAL NAME	Overall Score %	LVF Assessment %	ACEI/ARB Discharge %	Discharge Instructions %	Smoking Cessation Advice %
Top 10% of hospitals scored at or higher than:	95	100	99	91	100
Top 50% of hospitals scored at or higher than:	86	96	86	74	98
AtlantiCare Regional Medical Center-City	99	100	100	98	100
Deborah Heart and Lung Center	99	100	96	100	100
Clara Maass Medical Center	99	100	99	97	100
University Medical Center at Princeton	97	100	98	95	NA
AtlantiCare Regional Medical Center-Mainland	97	100	100	91	100
Somerset Medical Center	97	99	98	92	100
Virtua-West Jersey Hospital Berlin	96	99	93	93	NA
Hackensack University Medical Center	96	100	94	91	99
Palisades Medical Center of New York	95	94	95	97	NA
RWJ University Hospital at Hamilton	95	100	95	90	97
Jersey Shore University Medical Center	95	99	98	87	100
Cathedral-St. James Hospital	95	98	96	90	NA
Cathedral-St. Michael's Medical Center	94	96	83	99	98
Meadowlands Hospital Medical Center	94	99	100	88	NA
Ocean Medical Center	94	100	100	82	100
Union Hospital	93	99	82	91	100
UMDNJ-University Hospital	93	98	90	89	98
Morristown Memorial Hospital	93	99	94	83	100
Overlook Hospital	93	99	93	85	NA
East Orange General Hospital	92	97	99	79	100
Warren Hospital	92	98	83	87	NA
Newark Beth Israel Medical Center	92	96	94	84	99
Chilton Memorial Hospital	92	96	89	85	NA
Virtua-West Jersey Hospital Marlton	91	100	90	77	NA
Mountainside Hospital	91	97	93	80	100
Virtua-Memorial Hospital Burlington County	91	99	73	88	93
Greenville Hospital	91	99	94	80	NA
South Jersey Hospital-Elmer	90	98	89	81	NA
Southern Ocean County Hospital*	90	98	86	79	94
St. Peter's University Hospital	90	98	89	74	100
Kimball Medical Center	90	95	95	76	100
Newton Memorial Hospital	90	96	81	83	NA
Columbus Hospital	89	92	84	84	100
Riverview Medical Center	88	100	100	69	NA
Underwood-Memorial Hospital	88	98	96	71	86
Capital Health System at Mercer	88	94	86	82	87
Virtua-West Jersey Hospital Voorhees	88	99	97	71	68
Cooper Hospital/University Medical Center	88	95	83	81	91
Muhlenberg Regional Medical Center	87	97	92	70	97

HOSPITAL NAME	Overall Score %	LVF Assessment %	ACEI/ARB Discharge %	Discharge Instructions %	Smoking Cessation Advice %
Top 10% of hospitals scored at or higher than:	95	100	99	91	100
Top 50% of hospitals scored at or higher than:	86	96	86	74	98
South Jersey Healthcare Regional Medical Center	87	96	83	74	100
Raritan Bay Medical Center-Perth Amboy	86	92	95	72	100
Our Lady of Lourdes Medical Center	86	99	88	65	98
Monmouth Medical Center	86	96	68	75	100
Englewood Hospital and Medical Center	85	94	88	70	98
Hackettstown Regional Medical Center	85	89	85	77	NA
Bayonne Medical Center	85	99	99	63	66
St. Clare's Hospital-Sussex	85	85	NA	76	NA
St. Francis Medical Center	85	95	75	78	78
Raritan Bay Medical Center-Old Bridge	84	91	92	68	NA
Burdette Tomlin Memorial Hospital	84	86	78	81	95
Capital Health System at Fuld	84	99	81	67	77
Hunterdon Medical Center	83	96	65	73	NA
JFK Medical Center (Edison)	83	97	80	63	100
Shore Memorial Hospital	83	93	75	71	91
Robert Wood Johnson University Hospital	83	97	96	54	100
RWJ University Hospital at Rahway	82	85	81	78	93
St. Mary Hospital (Hoboken)	81	89	79	72	NA
St. Clare's Hospital-Denville	80	93	81	55	100
Kennedy Mem. Hospitals UMC-Stratford	79	98	72	59	61
Bayshore Community Hospital	78	95	85	42	95
Jersey City Medical Center	78	99	83	49	83
St. Barnabas Medical Center	77	92	82	52	100
St. Joseph's Hospital and Medical Center	77	90	90	54	84
Holy Name Hospital	77	78	74	74	100
Kennedy Mem. Hospitals UMC-Wash. Twp.	77	99	69	45	84
Pascack Valley Hospital	77	86	74	61	NA
Kennedy Mem. Hospitals UMC-Cherry Hill	76	96	72	45	NA
St. Joseph's Wayne Hospital	74	84	79	54	NA
Barnert Hospital	73	77	65	69	85
St. Clare's Hospital-Dover	73	85	88	49	NA
Community Medical Center	72	99	97	20	100
St. Mary's Hospital (Passaic)	72	88	63	56	NA
William B. Kessler Memorial Hospital	71	89	52	60	NA
Valley Hospital	71	93	81	27	100
Christ Hospital	69	80	74	50	93
CentraState Medical Center	65	86	73	27	100
Lourdes Medical Center of Burlington County	63	94	80	25	31
Trinitas Hospital	63	79	82	27	89
PBI Regional Medical Center	62	80	66	36	80
Memorial Hospital of Salem County	59	88	78	12	64
Bergen Regional Medical Center	NA	NA	NA	NA	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, these data are included in the Overall Score.

*Southern Ocean County Hospital did not submit all of the required records for the CMS data accuracy review.

BASIC FACTS *on* TREATMENT FOR CONGESTIVE HEART FAILURE

The scores for these measures show how well hospitals are providing care for eligible heart failure patients. Congestive heart failure (CHF) is a weakening of the heart's muscle that reduces its pumping power. Your body doesn't get the oxygen and nutrients it needs. Your heart tries to pump more blood, but over time the heart muscle walls weaken.

Symptoms of CHF can include shortness of breath from fluid in the lungs, dizziness, fatigue, weakness, cold and clammy skin, or rapid and irregular heartbeat. CHF can result from coronary artery disease, heart attack, cardiomyopathy (heart muscle damage from infection, alcohol or drugs), or an overworked heart (caused by high blood pressure, kidney disease, diabetes, or a defect from birth).

Patients with contraindications to any of the recommended treatments are excluded from the scores for that treatment. Higher percentages indicate better performance.

Left Ventricular Function (LVF) Assessment

- ▶ **THIS SCORE TELLS YOU** the percent of CHF patients who had their LVF function evaluated before hospital arrival, during hospitalization, or at discharge.
- ▶ **THIS INFORMATION IS IMPORTANT** because an assessment of your heart's left side, the main pumping chamber, is needed to determine how well your heart is pumping. Results help determine appropriate treatment.

ACE Inhibitor or ARB at Discharge

- ▶ **THIS SCORE TELLS YOU** the percent of CHF patients with left ventricular systolic dysfunction (LVSD) prescribed an angiotensin converting enzyme (ACE) inhibitor or an angiotensin receptor blocker (ARB) at discharge from the hospital.
- ▶ **THIS INFORMATION IS IMPORTANT** because ACE Inhibitors and ARBs are medicines that modify



the effects of hormones that regulate blood pressure and influence the healing process of the heart. Since these two drugs work differently, your doctor will decide which drug is most appropriate for you.

Discharge Instructions

- ▶ **THIS SCORE TELLS YOU** the percent of patients who received written instructions or educational material at hospital discharge addressing: activity level, diet, discharge medications, follow-up appointment, weight monitoring, and instructions if symptoms worsen.
- ▶ **THIS INFORMATION IS IMPORTANT** because CHF is a chronic condition which must be managed closely to prevent repeat hospitalizations and further damage to the heart and other organs.

Smoking Cessation Advice

- ▶ **THIS SCORE TELLS YOU** the percent of adult CHF patients with a history of smoking cigarettes who received advice on how to quit smoking before hospital discharge.
- ▶ **THIS INFORMATION IS IMPORTANT** because smoking increases your risk for developing blood clots and further heart disease, which can lead to heart attacks, heart failure or stroke. Smoking causes blood vessels to thicken making it harder for blood to flow to the heart.

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)

The Department's oversight activities are intended to promote the health, safety and welfare of patients/residents in New Jersey health care facilities. DHSS issues licenses to hospitals, ambulatory care and other health care facilities. You can access the names, addresses, licensure expiration dates and other information on the hospitals licensed by DHSS by visiting www.state.nj.us/health/hcsa/hospitalsearch/index.html.

To evaluate compliance with State regulatory standards, the Department conducts comprehensive facility inspections and also responds to specific complaints. In addition, 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 actions taken may be found at 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.

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.

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, under Quality Check®. You can also request a printed copy from the Customer Service Center at (630) 792-5800.



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 and hospital affiliations 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 make 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 understandable terms.

- ▶ 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 my other medicines or dietary supplements?
- ▶ 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.

USE the same pharmacy or pharmacy chain for all medications, if possible.



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, hospital pharmacist and hospital 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.

- ▶ While 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 treatment option.

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 to expect.

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

DISCUSS with your doctor what options you have about where the surgery can take place: in the office, same-day surgery center or 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. Hand washing prevents the spread of infections.

FIND OUT which hospital staff will develop 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.

- ▶ 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 finding someone to help with your care at home?
- ▶ What training will the hospital provide you to continue your treatment at home?
- ▶ Ask for copies of results of medical and lab tests taken while in the hospital.

Take Charge

TAKE CARE of your health with regular appointments for routine check-ups and preventive care.

TALK to your doctor about when you need preventive 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 when in the hospital.

See Patient Rights Section on page 20.

HOSPITAL PATIENTS... *know* YOUR RIGHTS

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

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 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 in advance an explanation 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 an 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 receive assistance 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 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 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 **To File a Complaint** on page 24 for details.*

HEALTH INFORMATION & REFERRAL

These resources provide a good starting point in finding out how to get the best health care.

Asthma Information and Resources (DHSS):

NJ asthma programs and resources.

www.state.nj.us/health/fhs/asthma/index.shtml

Asthma Resource Directory (DHSS):

asthma-related resources.

www.state.nj.us/health/commiss/omh/asthma/asthmaresc.shtml

Cancer Initiatives (DHSS):

cancer resources, research, data, treatment and prevention from state and federal resources.

www.state.nj.us/health/cancer

Cardiac Surgery in New Jersey: A Consumer

Report (DHSS): coronary bypass surgery (CABG) inpatient death rates for NJ hospitals and physicians.

www.state.nj.us/health/hcsa/documents/cardconsumer03.pdf

Diagnosis/Treatment of Diseases (ACS, ADA,

AHA, AACR): current research on diagnosis and treatment of specific diseases.

www.PatientInform.org

Everyday Choices for a Healthier Life Style

(ACS, ADA, AHA): disease prevention and early detection. www.everydaychoices.org

Health Data Fact Sheets (DHSS): fact sheets on selected NJ health topics, organized alphabetically by topic.

www.state.nj.us/health/chs/monthlyobs.shtml

Healthfinder.gov: consumer health information from the Federal Government and others.

healthfinder.gov

Health Conditions (CDC): disease prevention and control, environmental health, and health promotion. www.cdc.gov

Health Issues (NLM, NIH): various conditions, health news, clinical trials, medicines, encyclopedias and medical dictionary from NLM and NIH.

www.medlineplus.gov

Healthy Lungs (ALA): strategies for fighting lung disease and its prevention, including asthma, smoking, environmental health, and research.

(800) LungUSA or www.lungusa.org

Heart Health (AHA): a wide range of cardiovascular and stroke topics.

(800) 242-8721 or www.americanheart.org

Hospital and Consumer Information (JCAHO): consumer-friendly health care information.

www.JCAHO.org

Medicare Preventive Services to Keep You Healthy (CMS): covered preventive services, with tear-out reminder cards.

www.medicare.gov/health/overview.asp

Medicare benefits, publications, and other websites in the Health Information section.

(800) Medicare or www.medicare.gov

NJEASE (DHSS): one easy telephone call for information on important NJ programs and benefits for seniors. (877) 222-3737

NJ HMO Performance Report (DOBI):

performance comparisons of NJ's managed care plans and how consumers rate them.

www.state.nj.us/health/hcsa/hmomenu.htm

Office of Cancer Control and Prevention (DHSS): various types of cancer and locations of resources by NJ county.

www.state.nj.us/health/ccp/index.html

Preventive Care Booklets (AHRQ): guides to healthy habits, screening tests, and immunizations. (800) 358-9295

▶ **The Pocket Guide to Good Health for Adults.**

www.ahrq.gov/ppip/adguide

▶ **The Child Health Guide.**

www.ahrq.gov/ppip/childguide

▶ **Staying Healthy at 50+.**

www.ahrq.gov/ppip/50plus/50plus.pdf

▶ **Men: Stay Healthy at Any Age.**

www.ahrq.gov/ppip/healthymen.htm

Resource Book for Cancer Patients in New Jersey (NJCCR): information, resources, and support group locations. (609) 631-4747 or email: NJCCR@doh.state.nj.us or

www.state.nj.us/health/ccr/resourcebook

Talking With Your Doctor: A Guide for Older People (NIH): ways for seniors to discuss health concerns and medicines with physicians.

(800) 222-2225 or www.nia.nih.gov

Your Guide to Choosing Quality Health Care (AHRQ): check lists and worksheets to help determine important criteria on choosing a doctor, a hospital, or treatment.

www.ahrq.gov/consumer/qntool.htm

KEY

AACR:	American Association for Cancer Research
ACS:	American Cancer Society
ADA:	American Diabetes Association
AHA:	American Heart Association
AHRQ:	Agency for Healthcare Research and Quality
ALA:	American Lung Association
CDC:	Centers for Disease Control and Prevention
CMS:	Centers for Medicare and Medicaid Services
DHSS:	NJ Department of Health and Senior Services
DOBI:	NJ Department of Banking and Insurance
JCAHO:	Joint Commission on Accreditation of Healthcare Organizations
NIH:	National Institute of Health
NJCCR:	NJ Commission on Cancer Research
NJEASE:	New Jersey Easy Access, Single Entry
NLM:	National Library of Medicine



TO FILE A *Complaint...*

about how a New Jersey Hospital...

TREATED YOU:

- WRITE** New Jersey Department of Health and Senior Services, Division of Health Facilities Evaluation and Licensing, Acute Care Facilities Complaints; PO Box 358; 171 Jersey Street; Trenton, NJ 08625-0358.
- E-MAIL** hcsa@doh.state.nj.us
- CALL** Acute Care Facilities hotline at **(800) 792-9770**.

HANDLED YOUR APPLICATION FOR CHARITY CARE:

- WRITE** New Jersey Department of Health and Senior Services, Division of Management and Administration, New Jersey Hospital Care Payment Assistance Program; PO Box 360; Trenton, NJ 08625-0360.
- CALL** New Jersey Hospital Care Payment Assistance Program at **(866) 588-5696**.

BILLED YOU:

- WRITE** New Jersey Department of Health and Senior Services, Division of Health Facilities Evaluation and Licensing, Hospital Billing Complaints; PO Box 367; Trenton, NJ 08625-0367.
- CALL** Hospital Billing Complaints at **(609) 984-8143**.
(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** Department of Banking and Insurance, Consumer Protection Services, Managed Care Complaints and Appeals; PO Box 329; 20 West State Street, 9th floor; Trenton, NJ 08625-0329.
- CALL** Managed Care Complaints and Appeals at **(888) 393-1062**.

BILLED YOU AND YOU ARE ENROLLED IN MEDICARE:

- CALL** Medicare Program at **(800) MEDICARE**.
- VISIT** Medicare Program at www.medicare.gov

about a New Jersey Physician:

- WRITE** Board of Medical Examiners; PO Box 183; Trenton, New Jersey 08625-0183.
- VISIT** web site, www.njconsumeraffairs.gov/bme/bmeform.htm
- CALL** Board of Medical Examiners at **(609) 826-7100** to obtain a complaint form.

about a New Jersey Nurse:

- WRITE** New Jersey Board of Nursing; PO Box 45010; Newark, NJ 07101.
- CALL** New Jersey Board of Nursing at **(973) 504-6457**.

APPENDIX 1

Quality Improvement Advisory Committee (QIAC)

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

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

MARY FUHRO
Saint James Hospital

BERNARD W. GERARD, JR
Health Professionals and
Allied Employees

MICHELE GUHL
NJ Association of Health Plans

MARY WILLIS GULBRONSON
NJ Carpenters Fund

ALINE HOLMES
New Jersey Hospital Association

SUZANNE IANNI
Hospital Alliance of New Jersey

ROBIN L. KEYACK, RPH
Virtua Health

DAVID KNOWLTON
NJ Health Care Quality Institute

LEN LETO
Division of Pension and Benefits
NJ Department of Treasury

STEVE LINN, MD
South Jersey Healthcare
Regional Medical Center

FRANK LUMIA, MD
Deborah Heart and Lung Center

MICHAEL MUTTER
Valley Health System

BARBARA NIEDZ
Liberty Health Care System

JOYCE G. PONTBRIAND
Healthcare Quality Strategies, Inc.

MOLLY SULLIVAN
Capital Health System

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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 07105
(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.chrithospital.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.evhs.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 Regional Medical Center
651 Willow Grove Street
Hackettstown, NJ 07840
(908) 852-5100
www.hch.org

APPENDIX 2

continued

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

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**

Community Hospital
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 Avenue & Randolph Road
Plainfield, NJ 07061
(908) 668-2000
www.solarishs.org

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
North 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

APPENDIX 2

continued

**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
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 08901
(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

APPENDIX 2

continued

**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
Hammononton, NJ 08037
(609) 561-6700
www.kesslerhospital.org



www.state.nj.us/health/hpr