

**New Jersey 2008**



# **Hospital Performance Report**

**A Consumer Report**

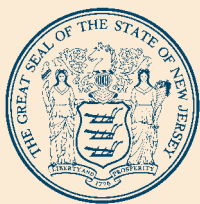


**Jon S. Corzine**  
Governor



**Heather Howard**  
Commissioner

# A Message . . .



From the Governor

Dear Friends:

This fifth edition of ***The New Jersey 2008 Hospital Performance Report*** demonstrates the continued commitment of New Jersey hospitals in providing high standards of care to patients. Overall, hospital performance once again met or exceeded national performance in the areas of heart attack, pneumonia, heart failure, and surgical care. These results indicate that much progress has been achieved by New Jersey hospitals in enhancing the delivery of health care treatments and advancing the level of care to patients each year.

Improving quality health care for all New Jerseyans is a key priority of my administration. I am confident that working collectively, the State and New Jersey hospitals will continue to move closer to our goal of providing patients with the best health care possible, something all residents deserve.

A handwritten signature in blue ink, appearing to read "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) 418-1397.

Explore our website at [www.nj.gov/health/hpr](http://www.nj.gov/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:

As the new Commissioner of Health and Senior Services, I have been impressed with the progress that New Jersey hospitals have made in improving the quality of care they provide to their patients. New Jersey has been among the leading states to show such improvement. The fifth annual report on hospital quality, the ***New Jersey 2008 Hospital Performance Report***, includes additional measures for surgical care to prevent infections and blood clots. The report also includes performance measures for heart attack, pneumonia, and heart failure.

The report addresses two main audiences. The consumer will find valuable information on health care, such as hospital performance scores, tips for safer surgery, and questions to ask your doctor and hospital. The report lists some of the important considerations when selecting a hospital, doctor, or taking medication. It also places the hospitals in a position of responsibility for improving the care of their patients. By making each hospital's scores public, the report also stimulates healthy competition among the hospitals.

I would like to thank the Quality Improvement Advisory Committee (QIAC) for their input. The QIAC has been instrumental in assisting the Department in establishing and annually expanding this report as well as making valuable contributions to other Department quality initiatives. QIAC members include New Jersey hospital industry leaders, insurers, payers, consumers, and university representatives as well as physicians and nurses.

I hope that you find the report helpful. Please visit our interactive web site at [www.nj.gov/health/hpr](http://www.nj.gov/health/hpr), which contains additional information. I encourage you to email comments, suggestions or questions to us at [hospital.quality@doh.state.nj.us](mailto:hospital.quality@doh.state.nj.us).

A handwritten signature in blue ink, appearing to read "Heather Howard".

**Heather Howard**  
Commissioner  
Department of Health and Senior Services

# Contents



<b>Hospital Quality and Using This Report .....</b>	<b>2-3</b>
How to use this report	

<b>Overall Scores .....</b>	<b>4-5</b>
Heart Attack, Pneumonia, Surgical Care Improvement and Heart Failure	

<b>Heart Attack Treatment Scores .....</b>	<b>6-7</b>
◆ 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 Time Lines	

<b>Basic Facts on Treatment for Heart Attacks .....</b>	<b>8-9</b>
Treatment measures and health care information	

<b>Pneumonia Treatment Scores .....</b>	<b>10-11</b>
◆ Overall Pneumonia Score	
◆ Oxygenation Assessment	
◆ Pneumonia Vaccination	
◆ Influenza Vaccination	
◆ Antibiotic Timing	
◆ Antibiotic Selection	
◆ Blood Culture before Initial Antibiotic	
◆ Smoking Cessation Advice	

<b>Basic Facts on Treatment for Pneumonia .....</b>	<b>12-13</b>
Treatment measures and health care information	

<b>Surgical Care Improvement Scores..</b>	<b>14-15</b>
◆ Overall Surgical Care Score	
◆ Preventive Antibiotic Started	
◆ Preventive Antibiotic Stopped	
◆ Appropriate Antibiotic Received	
◆ Treatment Preventing Blood Clots Ordered	
◆ Treatment Preventing Blood Clots Received	

<b>Basic Facts on Surgical Care Improvement .....</b>	<b>16-17</b>
Treatment measures and health care information	

<b>Heart Failure Treatment Scores ....</b>	<b>18-19</b>
◆ Overall Heart Failure Score	
◆ Left Ventricular Systolic Function Assessment	
◆ ACE Inhibitor or ARB at Discharge	
◆ Discharge Instructions	
◆ Smoking Cessation Advice	

<b>Basic Facts on Treatment for Heart Failure .....</b>	<b>20</b>
Treatment measures and health care information	

<b>Patient Safety Tips for Surgery .....</b>	<b>21</b>
Questions to ask before surgery	

<b>Taking an Active Role in Your Health Care .....</b>	<b>22-23</b>
Patient responsibilities for maintaining health and understanding treatment options	

<b>Hospital Patients...Know Your Rights .....</b>	<b>24-25</b>
Patient rights in New Jersey	

<b>Health Information and Referral ....</b>	<b>26-27</b>
Health care resources	

<b>Hospital Quality Oversight .....</b>	<b>28</b>
Reviews oversight activities	

<b>To File a Complaint .....</b>	<b>29</b>
How to file a hospital complaint	

<b>Appendix 1 .....</b>	<b>30-32</b>
NJ General Acute Care Hospitals	

<b>Appendix 2 .....</b>	<b>33</b>
Quality Improvement Advisory Committee	



# 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 heart failure or patients having surgery. Patients must receive the correct care in order to fully recover. These measures are based on recognized national standards for diagnosis and treatment.

## What do the hospital scores mean?

The report includes four Overall Scores for how each hospital treats patients diagnosed with heart attack, pneumonia or heart failure and patients having surgery. 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 received the correct care. The Centers for Medicare and Medicaid Services (CMS) reviews the consistency of each hospital's data. All New Jersey hospitals passed this review. To learn more about the data collection methods and the CMS audit process, see the technical report at [www.nj.gov/health/hpr](http://www.nj.gov/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 patients 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 conditions and levels of care. Not all hospitals have state approval to perform certain services. 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, Surgical Care and Heart Failure?

Conditions	National Importance	Treatments Covered in this Report
<b>Heart Attack or Acute Myocardial Infarction (AMI)</b>  <i>See pages 8-9</i>	Leads to approximately 500,000 deaths and affects 1.2 million people each year.	<ul style="list-style-type: none"> <li>• Aspirin at Arrival</li> <li>• Aspirin at Discharge</li> <li>• Beta Blocker at Arrival</li> <li>• Beta Blocker at Discharge</li> <li>• ACE Inhibitor/ARB at Discharge</li> <li>• Smoking Cessation Advice</li> <li>• PCI within Time Lines</li> </ul>
<b>Pneumonia</b>  <i>See pages 12-13</i>	Accounts for 1.4 million admissions to hospitals, 4 million episodes of illness, and a major cause of death each year.	<ul style="list-style-type: none"> <li>• Oxygenation Assessment</li> <li>• Pneumonia Vaccination</li> <li>• Influenza Vaccination</li> <li>• Antibiotic Timing</li> <li>• Antibiotic Selection</li> <li>• Blood Culture before Initial Antibiotic</li> <li>• Smoking Cessation Advice</li> </ul>
<b>Surgical Care</b>  <i>See pages 16-17</i>	<p>Infections: Account for 40% of all hospital acquired infections among surgical patients.</p> <p>Blood Clots: Affects over 250,000 surgical patients annually, resulting in over 50,000 annual deaths.</p>	<ul style="list-style-type: none"> <li>• Preventive Antibiotic Started</li> <li>• Preventive Antibiotic Stopped</li> <li>• Appropriate Antibiotic Received</li> <li>• Treatment Preventing Blood Clots Ordered</li> <li>• Treatment Preventing Blood Clots Received</li> </ul>
<b>Heart Failure</b>  <i>See page 20</i>	Results in about 1 million annual hospital admissions and approximately 300,000 deaths per year; the most common reason for admission for patients 65 and older.	<ul style="list-style-type: none"> <li>• Left Ventricular Systolic (LVS) Assessment</li> <li>• ACE Inhibitor/ARB at Discharge</li> <li>• Discharge Instructions</li> <li>• Smoking Cessation Advice</li> </ul>

# Overall Scores

## Heart Attack, Pneumonia, Surgical Care Improvement and Heart Failure

This information summarizes hospital performance on treating heart attacks, pneumonia, heart failure and surgical patients in 2007. The Overall Score is a

composite of 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 %	Surgical Care Improvement %	Heart Failure %
Top 10% of hospitals scored at or higher than:		99	98	94	99
Top 50% of hospitals scored at or higher than:		97	94	90	93
<b>NORTHWEST</b>					
<b>Sussex</b>	Newton Memorial Hospital	99	96	98	99
	St. Clare's Hospital-Sussex	100*	98	92	97
<b>Warren</b>	Hackettstown Regional Medical Center	99	99	98	97
	Warren Hospital	93	94	92	96
<b>NORTHEAST</b>					
<b>Bergen</b>	Bergen Regional Medical Center	87	86	73	81
	Englewood Hospital and Medical Center	96	96	90	90
	Hackensack University Medical Center	100	98	93	98
	Holy Name Hospital	98	92	89	90
	Valley Hospital	97	97	94	87
<b>Essex</b>	Clara Maass Medical Center	100	99	92	100
	East Orange General Hospital	75	93	78	70
	Mountainside Hospital	90	91	86	87
	Newark Beth Israel Medical Center	98	95	94	100
	St. Barnabas Medical Center	98	96	91	98
	St. Michael's Medical Center†	97	83	92	90
	UMDNJ-University Hospital	97	89	91	97
<b>Hudson</b>	Bayonne Medical Center	96	86	64	88
	Christ Hospital	91	90	86	89
	Hoboken University Medical Center	91	91	87	77
	Jersey City Medical Center	92	92	90	97
	Meadowlands Hospital Medical Center	88	95	67	95
	Palisades Medical Center of New York	98	94	83	100
<b>Morris</b>	Chilton Memorial Hospital	97	92	84	90
	Morristown Memorial Hospital	99	96	93	95
	St. Clare's Hospital-Denville	97	99	94	97
	St. Clare's Hospital-Dover	99	99	91	94
<b>Passaic</b>	St. Joseph's Hospital and Medical Center	98	93	92	95
	St. Joseph's Wayne Hospital	96	94	82	91
	St. Mary's Hospital (Passaic)	90	87	78	71
<b>Union</b>	Muhlenberg Regional Medical Center	97	94	93	90
	Overlook Hospital	95	95	94	92
	RWJ University Hospital at Rahway	96	95	84	83
	Trinitas Hospital	89	93	82	79

\* Hospital score for this measure is based on a small number of patients (less than 25).

† St. Michael's Medical Center did not submit all of the required records for the CMS data accuracy review.



Region/County	Hospital Name	Heart Attack %	Pneumonia %	Surgical Care Improvement %	Heart Failure %
<b>CENTRAL</b>					
<b>Hunterdon</b>	Hunterdon Medical Center	99	97	93	96
<b>Mercer</b>	Capital Health System at Fuld	98	89	80	91
	Capital Health System at Mercer	97	93	89	89
	RWJ University Hospital at Hamilton	93	93	90	93
	St. Francis Medical Center	94	95	89	92
	University Medical Center at Princeton	98	94	90	92
<b>Middlesex</b>	JFK Medical Center	94	94	90	88
	Raritan Bay Medical Center-Old Bridge	87	96	74	88
	Raritan Bay Medical Center-Perth Amboy	93	95	77	95
	Robert Wood Johnson University Hospital	96	87	92	84
	St. Peter's University Hospital	96	89	93	87
<b>Monmouth</b>	Bayshore Community Hospital	95	96	86	96
	CentraState Medical Center	92	94	84	77
	Jersey Shore University Medical Center	99	94	94	96
	Monmouth Medical Center	97	96	93	99
	Riverview Medical Center	99	94	91	96
<b>Ocean</b>	Community Medical Center	96	96	90	88
	Kimball Medical Center	97	97	88	96
	Ocean Medical Center	98	94	94	97
	Southern Ocean County Hospital	97	89	86	93
<b>Somerset</b>	Somerset Medical Center	97	95	87	95
<b>SOUTH</b>					
<b>Atlantic</b>	AtlantiCare Regional Medical Center-City	100	98	86	100
	AtlantiCare Regional Medical Center-Mainland	97	99	95	100
	Shore Memorial Hospital	96	94	89	89
	William B. Kessler Memorial Hospital	90	93	56	94
<b>Burlington</b>	Deborah Heart and Lung Center	100	88	98	99
	Lourdes Medical Center of Burlington County	96	87	82	90
	Virtua-Memorial Hospital Burlington County	95	95	88	85
	Virtua-West Jersey Hospital Marlton	95	96	92	95
<b>Camden</b>	Cooper Hospital/University Medical Center	97	93	87	97
	Kennedy Mem. Hospitals UMC-Cherry Hill	96	96	97	93
	Kennedy Mem. Hospitals UMC-Stratford	94	94	93	89
	Our Lady of Lourdes Medical Center	99	94	96	93
	Virtua-West Jersey Hospital Berlin	99	97	82	99
	Virtua-West Jersey Hospital Voorhees	98	94	90	100
<b>Cape May</b>	Cape Regional Medical Center	99	92	85	94
<b>Cumberland</b>	South Jersey Healthcare Regional Medical Center	96	93	84	94
<b>Gloucester</b>	Kennedy Mem. Hospitals UMC-Wash. Twp.	96	97	96	91
	Underwood-Memorial Hospital	97	93	93	90
<b>Salem</b>	Memorial Hospital of Salem County	94	94	82	91
	South Jersey Hospital-Elmer	96	96	93	96



# Heart Attack Treatment Scores

This information summarizes hospital performance on treating heart attacks in 2007. The Overall Score is a composite of the seven heart attack measures. Each

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 Time Lines %
Top 10% of hospitals scored at or higher than:	99	100	100	100	100	100	100	89
Top 50% of hospitals scored at or higher than:	97	98	98	97	99	98	100	70
AtlantiCare Regional Medical Center-City	100	100*	100*	100*	100*	100*	100*	NA
St. Clare's Hospital-Sussex	100*	100*	100*	100*	100*	NA	100*	NA
Deborah Heart and Lung Center	100	100*	100	100*	100	99	100	NA
Clara Maass Medical Center	100	100	100	100	100	100*	100*	91*
Hackensack University Medical Center	100	100	100	100	100	100	100	85
Riverview Medical Center	99	100	100	100	100	100*	100*	77*
Hackettstown Regional Medical Center	99	100	100*	100	100	100*	67*	NA
Jersey Shore University Medical Center	99	100	100	100	100	100	100	77
Virtua-West Jersey Hospital Berlin	99	100	100*	96	100	100*	100*	NA
St. Clare's Hospital-Dover	99	100	94*	100	100*	100*	100*	NA
Newton Memorial Hospital	99	98	100*	100	100*	100*	NA	NA
Cape Regional Medical Center	99	98	100	98	100	100*	100*	NA
Hunterdon Medical Center	99	100	100	100	100	100*	100*	88
Morristown Memorial Hospital	99	100	100	100	99	96	100	79
Our Lady of Lourdes Medical Center	99	98	99	97	100	100	100	45*
St. Barnabas Medical Center	98	100	99	98	99	96	100	71
Palisades Medical Center of New York	98	99	98	97	98	100*	100*	NA
Virtua-West Jersey Hospital Voorhees	98	98	99	96	100	93*	100*	NA
Newark Beth Israel Medical Center	98	99	100	96	99	99	100	60
Holy Name Hospital	98	99	96	99	98	91	100	93
Ocean Medical Center	98	99	100	95	100	100*	100	90
Capital Health System at Fuld	98	97	100*	95*	100*	100*	100*	NA
St. Joseph's Hospital and Medical Center	98	100	98	100	98	96	100	75
University Medical Center at Princeton	98	100	100	99	99	95*	89*	50*
UMDNJ-University Hospital	97	100	99	100	99	89	100	76
AtlantiCare Regional Medical Center-Mainland	97	99	100	98	100	96	100	51
St. Clare's Hospital-Denville	97	99	100	100	98	100*	100*	76
Muhlenberg Regional Medical Center	97	100	99	94	100	94*	93	86*
Kimball Medical Center	97	97	100	95	100	94*	100*	NA
Cooper Hospital/University Medical Center	97	99	98	96	98	99	100	36
Somerset Medical Center	97	99	98	98	99	100	100	71
Valley Hospital	97	97	97	97	98	100	100	76
Southern Ocean County Hospital	97	97	97	95	98	100*	NA	NA
Monmouth Medical Center	97	98	97	98	98	100*	100*	77*
Capital Health System at Mercer	97	95	100	96	100	88*	100*	87*
Chilton Memorial Hospital	97	97	94	98	97	98	100	91





Hospital Name	Overall Score %	Aspirin Arrival %	Aspirin Discharge %	Beta Blocker Arrival %	Beta Blocker Discharge %	ACEI/ARB Discharge %	Smoking Cessation Advice %	PCI within Time Lines %
Top 10% of hospitals scored at or higher than:	99	100	100	100	100	100	100	89
Top 50% of hospitals scored at or higher than:	97	98	98	97	99	98	100	70
St. Michael's Medical Center†	97	99	98	98	96	98	100	17*
Underwood-Memorial Hospital	97	96	98	96	100	88*	100*	NA
Community Medical Center	96	98	96	97	99	93	100	77
Kennedy Mem. Hospitals UMC-Wash. Twp.	96	100	95	99	95	75*	86*	NA
Englewood Hospital and Medical Center	96	97	99	98	100	89	96	66
St. Joseph's Wayne Hospital	96	95	97	96	97	100*	100*	NA
Kennedy Mem. Hospitals UMC-Cherry Hill	96	98	94	96	100	71*	100*	NA
South Jersey Healthcare Regional Medical Center	96	97	95	95	96	100*	100*	NA
St. Peter's University Hospital	96	98	98	98	100	100*	100*	53*
South Jersey Hospital-Elmer	96	100	94*	97	100*	50*	100*	NA
Shore Memorial Hospital	96	96	98	97	98	64*	100*	NA
Robert Wood Johnson University Hospital	96	97	99	96	97	78	100	60
Bayonne Medical Center	96	97	89	99	99	100*	93*	57*
Lourdes Medical Center of Burlington County	96	96	96	98	95	100*	71*	NA
RWJ University Hospital at Rahway	96	98	91	96	94	93*	100*	NA
Virtua-West Jersey Hospital Marlton	95	98	98	96	100	100*	100*	50
Bayshore Community Hospital	95	99	89	97	90	86*	100*	NA
Overlook Hospital	95	100	97	99	98	95	100	53
Virtua-Memorial Hospital Burlington County	95	94	92	97	96	90	100*	NA
Kennedy Mem. Hospitals UMC-Stratford	94	100	92	100	93	43*	50*	NA
Memorial Hospital of Salem County	94	96	83*	95	100*	100*	100*	NA
St. Francis Medical Center	94	99	97	97	96	81	97	42*
JFK Medical Center	94	99	92	95	94	77*	96*	70
Raritan Bay Medical Center-Perth Amboy	93	93	98	94	96	97	100	40*
Warren Hospital	93	97	93*	83*	100*	67*	100*	NA
RWJ University Hospital at Hamilton	93	94	96	94	100	100	100	39
CentraState Medical Center	92	94	92	90	95	79*	100*	NA
Jersey City Medical Center	92	99	93	94	92	84	100	57
Hoboken University Medical Center	91	97	79*	97	69	100*	100*	NA
Christ Hospital	91	95	78	96	90	100*	100*	70*
St. Mary's Hospital (Passaic)	90	94	90	94	95	82*	98	40
Mountainside Hospital	90	96	92	96	97	78*	100*	30
William B. Kessler Memorial Hospital	90	88*	89*	95*	100*	33*	100*	NA
Trinitas Hospital	89	96	88	97	96	83*	100	46
Meadowlands Hospital Medical Center	88	94*	75*	88*	85*	100*	100*	NA
Raritan Bay Medical Center-Old Bridge	87	88	92	76	97	80*	67*	NA
Bergen Regional Medical Center	87	100*	69*	94*	82*	100*	0*	NA
East Orange General Hospital	75	94	50	85	57	40*	83*	NA

NA (Not Applicable) indicates that the hospital reported no cases for this measure.

\* Hospital score for this measure is based on a small number of patients (less than 25).

† St. Michael's Medical Center did not submit all of the required records for the CMS data accuracy review.

# Basic Facts on Treatment for Heart Attacks

**T**hese scores 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 can't get the oxygen and nutrients it needs. The affected heart tissue may die.

Symptoms of a heart attack can include chest pain (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 before or after 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 contracts 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 contracts 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 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 Time Lines

- ❖ **THIS SCORE TELLS YOU** the percent of heart attack patients who underwent angioplasty, or a Percutaneous Coronary Intervention (PCI), within specified time lines after arrival at a hospital.
- ❖ **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.

To find out if a New Jersey hospital is licensed to perform PCI, ask your doctor.





# Pneumonia Treatment Scores

This information summarizes hospital performance on treating pneumonia in 2007. The Overall Score is a composite of the seven pneumonia measures. Each 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 %	Influenza Vaccination %	Antibiotic Timing <sup>†</sup> %	Antibiotic Selection %	Blood Cultures %	Smoking Cessation Advice %
Top 10% of hospitals scored at or higher than:	98	100	99	97	99	97	99	100
Top 50% of hospitals scored at or higher than:	94	100	92	88	96	93	94	100
St. Clare's Hospital-Dover	99	100	99	93	100	98	100	100
St. Clare's Hospital-Denville	99	100	99	97	99	97	100	100
Hackettstown Regional Medical Center	99	100	100	100	99	94	100	96
Clara Maass Medical Center	99	100	100	100	97	99	96	100
AtlantiCare Regional Medical Center-Mainland	99	100	100	98	97	95	99	100
Hackensack University Medical Center	98	100	97	97	100	99	99	96
AtlantiCare Regional Medical Center-City	98	100	100	100	97	94	98	100
St. Clare's Hospital-Sussex	98	100	98	100	100	88	100	100*
Virtua-West Jersey Hospital Berlin	97	100	98	98	98	90	99	100
Valley Hospital	97	99	98	97	98	94	93	100
Hunterdon Medical Center	97	100	94	94	98	93	98	100
Kimball Medical Center	97	100	97	90	99	94	95	100
Kennedy Mem. Hospitals UMC-Wash. Twp.	97	100	93	90	97	96	98	97
Morristown Memorial Hospital	96	100	90	96	100	96	97	98
Kennedy Mem. Hospitals UMC-Cherry Hill	96	100	95	97	99	99	93	93
Newton Memorial Hospital	96	100	95	88	98	95	96	100
Englewood Hospital and Medical Center	96	100	96	98	96	91	93	100*
St. Barnabas Medical Center	96	100	95	93	99	97	90	100
Community Medical Center	96	100	96	85	99	95	95	100
Bayshore Community Hospital	96	99	97	92	99	87	95	99
Raritan Bay Medical Center-Old Bridge	96	100	96	88	98	93	95	93
Virtua-West Jersey Hospital Marlton	96	100	95	90	95	86	99	100
South Jersey Hospital-Elmer	96	100	95	85	100	98	93	100
Monmouth Medical Center	96	100	92	88	97	91	98	100
Somerset Medical Center	95	100	95	95	95	91	94	100
Raritan Bay Medical Center-Perth Amboy	95	99	98	90	95	91	92	98
St. Francis Medical Center	95	100	87	92	98	91	97	98
Overlook Hospital	95	100	95	94	97	86	95	74
Meadowlands Hospital Medical Center	95	100	93	87	94	89	95	94*
Newark Beth Israel Medical Center	95	100	91	92	95	93	92	100
RWJ University Hospital at Rahway	95	100	90	96	96	93	92	97
Virtua-Memorial Hospital Burlington County	95	100	93	94	98	88	92	97
Riverview Medical Center	94	100	88	82	96	94	100	100
Memorial Hospital of Salem County	94	100	96	92	97	91	82	100
Ocean Medical Center	94	100	91	82	97	93	95	100
Palisades Medical Center of New York	94	100	99	91	96	89	87	100*





Hospital Name	Overall Score %	Oxygenation Assessment %	Pneumonia Vaccination %	Influenza Vaccination %	Antibiotic Timing <sup>‡</sup> %	Antibiotic Selection %	Blood Cultures %	Smoking Cessation Advice %
Top 10% of hospitals scored at or higher than:	98	100	99	97	99	97	99	100
Top 50% of hospitals scored at or higher than:	94	100	92	88	96	93	94	100
Warren Hospital	94	100	91	79	97	95	96	100
St. Joseph's Wayne Hospital	94	100	91	92	95	90	93	100
Jersey Shore University Medical Center	94	99	94	84	93	95	95	95
Our Lady of Lourdes Medical Center	94	100	90	94	95	94	88	100
Kennedy Mem. Hospitals UMC-Stratford	94	100	87	88	99	86	95	98
Shore Memorial Hospital	94	99	85	89	96	94	97	94
Muhlenberg Regional Medical Center	94	98	92	80	97	97	97	88
CentraState Medical Center	94	100	86	87	98	94	94	100
Virtua-West Jersey Hospital Voorhees	94	100	95	93	93	84	93	93
University Medical Center at Princeton	94	99	90	81	95	90	97	100
JFK Medical Center	94	100	91	81	96	90	97	91
South Jersey Healthcare Regional Medical Center	93	100	91	84	94	93	90	100
William B. Kessler Memorial Hospital	93	100	99	97	98	93	77	97
St. Joseph's Hospital and Medical Center	93	100	95	93	92	79	93	100
East Orange General Hospital	93	98	87	82	97	86	99	87
Cooper Hospital/University Medical Center	93	100	88	89	91	95	87	100
Underwood-Memorial Hospital	93	100	86	85	90	95	94	99
Trinitas Hospital	93	99	93	88	89	91	90	97
Capital Health System at Mercer	93	100	82	87	92	94	89	100
RWJ University Hospital at Hamilton	93	100	89	88	90	87	94	93
Cape Regional Medical Center	92	100	87	74	97	90	95	93
Holy Name Hospital	92	100	84	86	93	87	94	100
Chilton Memorial Hospital	92	99	88	85	94	83	94	100
Jersey City Medical Center	92	100	86	85	87	96	85	100
Mountainside Hospital	91	100	83	82	94	94	93	99
Hoboken University Medical Center	91	100	88	88	91	89	86	98
Christ Hospital	90	100	74	79	96	90	94	100
UMDNJ-University Hospital	89	100	95	94	87	94	78	84
Southern Ocean County Hospital	89	100	80	71	95	93	90	96
St. Peter's University Hospital	89	100	84	82	91	93	86	66
Capital Health System at Fuld	89	100	68	81	91	83	91	99
Deborah Heart and Lung Center	88	100*	87*	86*	50*	100*	NA	100*
Robert Wood Johnson University Hospital	87	100	76	52	96	89	96	99
St. Mary's Hospital (Passaic)	87	100	80	76	88	88	85	78
Lourdes Medical Center of Burlington County	87	100	72	75	97	87	87	85
Bayonne Medical Center	86	98	73	75	97	78	97	48
Bergen Regional Medical Center	86	98	79	80	84	86	82	82*
St. Michael's Medical Center <sup>†</sup>	83	91	64	71	89	90	79	100

NA (Not Applicable) indicates that the hospital reported no cases for this measure.

<sup>‡</sup> Antibiotic Timing includes information for April through December 2007 discharges only.

\* Hospital score for this measure is based on a small number of patients (less than 25).

<sup>†</sup> St. Michael's Medical Center did not submit all of the required records for the CMS data accuracy review.

# Basic Facts on Treatment for Pneumonia

**T**hese scores show how well hospitals are treating eligible pneumonia patients. Pneumonia is an inflammation of the lungs caused by an infection. Many different organisms can cause pneumonia, including bacteria, viruses and fungi. Pneumonia can range from very mild to very severe, even fatal, depending on the type of organism causing it as well as the age and current

health of the individual. Symptoms can include fever, fatigue, difficulty breathing, chills, “wet” cough 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

- ❖ **THIS SCORE TELLS YOU** the percent of pneumonia patients 65 years of age and older who were 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.

## Influenza Vaccination

- ❖ **THIS SCORE TELLS YOU** the percent of pneumonia patients 50 years of age and older who were assessed for and given, if needed, the influenza vaccine before discharge from the hospital during the flu season.

## ❖ THIS INFORMATION IS IMPORTANT

because flu shots are highly effective in preventing influenza-related pneumonia, a serious and sometimes deadly lung infection that is highly contagious. Patients 50 years old or older are particularly vulnerable, and getting the flu shot during flu season helps protect them from another lung infection and prevent the spread of influenza.

## Antibiotic Timing

- ❖ **THIS SCORE TELLS YOU** the percent of pneumonia patients who received an antibiotic within 6 hours of hospital arrival.

## ❖ THIS INFORMATION IS IMPORTANT

because early antibiotic treatment can cure bacterial pneumonia quickly and reduce the possibility of complications. However, there is controversy about 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 making a firm diagnosis. 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 initial antibiotic.
- ❖ **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 who had their blood taken and cultured in the Emergency Department 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 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.



# Surgical Care Improvement Scores

This information summarizes hospital performance on surgical care in 2007. The Overall Score is a composite of all surgical care scores except VTE Prophylaxis

Ordered. Each 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 %	Preventive Antibiotic Started %	Preventive Antibiotic Stopped %	Appropriate Antibiotic Received %	VTE Prophylaxis Ordered %	VTE Prophylaxis Received %
Top 10% of hospitals scored at or higher than:	94	98	97	98	97	95
Top 50% of hospitals scored at or higher than:	90	93	90	96	87	83
Deborah Heart and Lung Center	98	96	100	100	79*	63*
Hackettstown Regional Medical Center	98	96	98	98	99	99
Newton Memorial Hospital	98	98	97	97	98	98
Kennedy Mem. Hospitals UMC-Cherry Hill	97	93	97	99	99	98
Kennedy Mem. Hospitals UMC-Wash. Twp.	96	95	99	98	95	94
Our Lady of Lourdes Medical Center	96	97	90	98	98	98
AtlantiCare Regional Medical Center-Mainland	95	95	95	96	97	94
St. Clare's Hospital-Denville	94	99	96	98	88	86
Jersey Shore University Medical Center	94	96	94	96	95	87
Valley Hospital	94	98	95	99	87	80
Ocean Medical Center	94	97	97	97	86	84
Newark Beth Israel Medical Center	94	98	94	96	83	81
Overlook Hospital	94	98	95	95	94	87
Hunterdon Medical Center	93	97	96	97	88	83
Morristown Memorial Hospital	93	88	93	98	96	95
Monmouth Medical Center	93	92	93	98	97	90
Muhlenberg Regional Medical Center	93	96	83	98	97	95
Kennedy Mem. Hospitals UMC-Stratford	93	93	95	97	91	90
Hackensack University Medical Center	93	99	91	96	92	84
St. Peter's University Hospital	93	100	94	98	91	81
South Jersey Hospital-Elmer	93	98	92	96	86	86
Underwood-Memorial Hospital	93	89	92	92	99	98
Virtua-West Jersey Hospital Marlton	92	95	96	98	81	81
St. Joseph's Hospital and Medical Center	92	91	94	97	88	86
St. Clare's Hospital-Sussex	92	89*	100*	100*	92	88
Clara Maass Medical Center	92	97	98	96	83	80
Warren Hospital	92	95	93	100	96	81
Robert Wood Johnson University Hospital	92	88	88	97	96	95
St. Michael's Medical Center†	92	93	86	98	89	87
UMDNJ-University Hospital	91	90	89	98	92	86
St. Barnabas Medical Center	91	87	95	94	89	87
St. Clare's Hospital-Dover	91	100	96	98	78	74
Riverview Medical Center	91	99	92	95	82	79
Virtua-West Jersey Hospital Voorhees	90	88	95	91	87	86
University Medical Center at Princeton	90	94	83	91	96	92
Community Medical Center	90	86	90	95	90	89





Hospital Name	Overall Score %	Preventive Antibiotic Started %	Preventive Antibiotic Stopped %	Appropriate Antibiotic Received %	VTE Prophylaxis Ordered %	VTE Prophylaxis Received %
<b>Top 10% of hospitals scored at or higher than:</b>	<b>94</b>	<b>98</b>	<b>97</b>	<b>98</b>	<b>97</b>	<b>95</b>
<b>Top 50% of hospitals scored at or higher than:</b>	<b>90</b>	<b>93</b>	<b>90</b>	<b>96</b>	<b>87</b>	<b>83</b>
Jersey City Medical Center	90	94	89	91	85	85
Englewood Hospital and Medical Center	90	93	86	97	90	81
RWJ University Hospital at Hamilton	90	94	88	94	89	85
JFK Medical Center	90	90	84	98	88	87
Capital Health System at Mercer	89	93	87	90	90	87
Holy Name Hospital	89	96	88	95	87	79
St. Francis Medical Center	89	91	87	94	80	79
Shore Memorial Hospital	89	95	83	93	86	83
Virtua-Memorial Hospital Burlington County	88	94	94	96	69	69
Kimball Medical Center	88	94	97	89	75	74
Hoboken University Medical Center	87	92	91	98	75	72
Cooper Hospital/University Medical Center	87	61	97	97	99	97
Somerset Medical Center	87	95	92	97	63	62
Southern Ocean County Hospital	86	80	86	94	91	86
Mountainside Hospital	86	91	88	94	78	75
Bayshore Community Hospital	86	96	82	94	75	73
Christ Hospital	86	93	84	97	82	72
AtlantiCare Regional Medical Center-City	86	89	80	89	93	84
Cape Regional Medical Center	85	88	86	88	83	81
RWJ University Hospital at Rahway	84	99	98	99	69	59
Chilton Memorial Hospital	84	92	83	93	89	68
South Jersey Healthcare Regional Medical Center	84	95	75	91	77	76
CentraState Medical Center	84	91	90	84	74	73
Palisades Medical Center of New York	83	82	70	93	87	85
Trinitas Hospital	82	97	86	88	69	63
Lourdes Medical Center of Burlington County	82	72	86	90	86	82
St. Joseph's Wayne Hospital	82	98	81	95	75	63
Memorial Hospital of Salem County	82	75	79	80	91	91
Virtua-West Jersey Hospital Berlin	82	76	90	88	77	77
Capital Health System at Fuld	80	85	79	95	65	62
East Orange General Hospital	78	95	84	85	68	58
St. Mary's Hospital (Passaic)	78	92	69	91	64	57
Raritan Bay Medical Center-Perth Amboy	77	82	78	85	69	68
Raritan Bay Medical Center-Old Bridge	74	69	81	95	64	62
Bergen Regional Medical Center	73	80*	53*	95*	71	68
Meadowlands Hospital Medical Center	67	76	65	81	51	51
Bayonne Medical Center	64	75	57	61	64	63
William B. Kessler Memorial Hospital	56	82	8	84	53	53

\* Hospital score for this measure is based on a small number of patients (less than 25).

† St. Michael's Medical Center did not submit all of the required records for the CMS data accuracy review.

# Basic Facts on Surgical Care Improvement

**T**hese scores show how well hospitals are providing their surgery patients with care to prevent infections and blood clots. Hospitals can reduce the risk of wound infection after surgery by administering the proper medicines at the correct time on the same day of surgery. Signs of possible infection after surgery can include: a surgical wound that is red, hot and swollen; a fever of over 100 degrees following hospital discharge; a smelly or yellow/green fluid oozing out of the wound; or increased pain while taking pain medication.

The measures listed below represent the best practices for the prevention of infections and blood clots after selected surgeries (e.g., colon surgery, hip and knee arthroplasty, abdominal and vaginal hysterectomy, cardiac surgery and vascular surgery).

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

## Preventive Antibiotic Started 1 Hour Before Surgery

- ❖ **THIS SCORE TELLS YOU** the percent of eligible patients who received prophylactic or preventive antibiotics within one hour prior to surgical incision.
- ❖ **THIS INFORMATION IS IMPORTANT** because surgery patients given antibiotics, medicines that prevent and treat infections, within the hour before their operation are less likely to get wound infections. Getting an antibiotic over an hour earlier or after surgery begins is not as effective.

## Preventive Antibiotic Stopped Within 24 Hours

- ❖ **THIS SCORE TELLS YOU** the percent of eligible surgical patients whose prophylactic or preventive antibiotics were stopped within 24 hours after surgery ended (or 48 hours after Coronary Artery Bypass Graft or other cardiac surgery). Antibiotics are medicines that prevent and treat infections.
- ❖ **THIS INFORMATION IS IMPORTANT** because taking antibiotics for more than 24 hours after routine surgery is usually not necessary and can increase the risk of side effects, such as stomach aches, serious types of diarrhea, and resistance to the antibiotic (the use of too much antibiotic can prevent them from being effective). There are, however, exceptions. If the surgical site has been contaminated, there may be a need for additional antibiotics after 24 hours. Talk to your doctor to determine how long you should take antibiotics after surgery.





## Appropriate Antibiotic Received

❖ **THIS SCORE TELLS YOU** the percent of surgery patients who received the appropriate preventive antibiotic(s) for their surgery in order to prevent a surgical wound infection.

❖ **THIS INFORMATION IS IMPORTANT** because certain antibiotics are recommended to help prevent wound infection for particular types of surgery. Hospitals can reduce the risk of wound infection after surgery by making sure the patient gets the right medication at the right time on the day of their surgery.

## Treatment Preventing Blood Clots (VTEs) Ordered

❖ **THIS SCORE TELLS YOU** the percent of patients with certain types of surgeries whose doctors **ordered** treatments to prevent blood clots, called venous thromboembolism (VTE) prophylaxis, anytime from hospital arrival to 48 hours after surgery has ended.

❖ **THIS INFORMATION IS IMPORTANT** because venous thrombosis is a condition in which a blood clot (thrombus) forms in the vein, limiting blood flow, causing swelling, redness and pain. If the clot breaks off (embolus), it can lodge itself in the lungs, causing a pulmonary embolism, which can lead to death. Doctors can order preventive treatments called prophylaxis to reduce the risk. These treatments may include blood thinning medications, elastic support stockings, or mechanical air stockings that promote blood circulation.

## Treatment Preventing Blood Clots (VTEs) Received

❖ **THIS SCORE TELLS YOU** the percent of patients who **received** the appropriate treatment to prevent blood clots called venous thromboembolism (VTE) at the right time.

❖ **THIS INFORMATION IS IMPORTANT** because venous thrombosis is a condition in which blood clots (thrombus) form in the vein, usually in the leg, thigh or pelvis, and may limit blood flow, causing swelling, redness and pain. If the clot breaks off, it can lodge itself in the lungs, causing a pulmonary embolism, which can lead to death. Doctors can order preventive treatments to reduce the risk. These treatments may include blood thinning medications, elastic support stockings, or mechanical air stockings that promote blood circulation.



# Heart Failure Treatment Scores

This information summarizes hospital performance on treating heart failure in 2007. The Overall Score is a composite of the four heart failure measures.

Each 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 %	LVS Assessment %	ACE/ARB Discharge %	Discharge Instructions %	Smoking Cessation Advice %
Top 10% of hospitals scored at or higher than:	99	100	100	100	100
Top 50% of hospitals scored at or higher than:	93	98	92	89	100
AtlantiCare Regional Medical Center-City	100	100	100	100	100
Clara Maass Medical Center	100	100	100	100	100
Palisades Medical Center of New York	100	99	100	100	100*
Virtua-West Jersey Hospital Voorhees	100	100	98	100	96*
Newark Beth Israel Medical Center	100	100	99	100	100
AtlantiCare Regional Medical Center-Mainland	100	100	100	99	100
Deborah Heart and Lung Center	99	100	98	100	100
Newton Memorial Hospital	99	100	98	99	100
Monmouth Medical Center	99	99	99	99	97
Virtua-West Jersey Hospital Berlin	99	99	100	97	100
St. Barnabas Medical Center	98	100	98	96	100
Hackensack University Medical Center	98	100	97	94	100
Hackettstown Regional Medical Center	97	99	95	95	100*
St. Clare's Hospital-Sussex	97	93	100*	100	100*
Ocean Medical Center	97	99	93	96	100
UMDNJ-University Hospital	97	98	97	94	100
Cooper Hospital/University Medical Center	97	98	93	96	100
Jersey City Medical Center	97	99	91	96	100
St. Clare's Hospital-Denville	97	98	97	94	100*
Jersey Shore University Medical Center	96	100	95	91	100
Riverview Medical Center	96	100	100	89	100
Warren Hospital	96	100	94	90	100*
Bayshore Community Hospital	96	96	94	95	100*
Hunterdon Medical Center	96	99	88	94	100*
Kimball Medical Center	96	98	98	90	100
South Jersey Hospital-Elmer	96	100	95*	90	100*
Meadowlands Hospital Medical Center	95	95	87	100	100*
Raritan Bay Medical Center-Perth Amboy	95	96	95	92	100
Morristown Memorial Hospital	95	98	97	89	100
St. Joseph's Hospital and Medical Center	95	97	97	91	100
Somerset Medical Center	95	97	97	89	100
Virtua-West Jersey Hospital Marlton	95	99	90	90	100
Cape Regional Medical Center	94	97	95	89	98
St. Clare's Hospital-Dover	94	96	95	91	100*
William B. Kessler Memorial Hospital	94	95	71	99	100*
South Jersey Healthcare Regional Medical Center	94	99	86	88	100





Hospital Name	Overall Score %	LVS Assessment %	ACEI/ARB Discharge %	Discharge Instructions %	Smoking Cessation Advice %
Top 10% of hospitals scored at or higher than:	99	100	100	100	100
Top 50% of hospitals scored at or higher than:	93	98	92	89	100
RWJ University Hospital at Hamilton	93	95	88	92	98
Southern Ocean County Hospital	93	95	91	90	100
Our Lady of Lourdes Medical Center	93	99	89	87	100
Kennedy Mem. Hospitals UMC-Cherry Hill	93	97	68	92	96
University Medical Center at Princeton	92	99	93	81	100*
St. Francis Medical Center	92	97	82	92	95
Overlook Hospital	92	95	86	88	94
Kennedy Mem. Hospitals UMC-Wash. Twp.	91	99	85	82	98
Capital Health System at Fuld	91	96	88	83	100
St. Joseph's Wayne Hospital	91	92	91	87	100
Memorial Hospital of Salem County	91	96	96	79	100
Lourdes Medical Center of Burlington County	90	97	91	81	97
Muhlenberg Regional Medical Center	90	99	94	75	100
Chilton Memorial Hospital	90	98	86	78	100
Holy Name Hospital	90	98	86	80	100*
St. Michael's Medical Center†	90	93	89	83	100
Underwood-Memorial Hospital	90	99	94	75	98
Englewood Hospital and Medical Center	90	95	91	82	100
Capital Health System at Mercer	89	96	76	84	100
Shore Memorial Hospital	89	99	93	70	95
Christ Hospital	89	99	91	71	100
Kennedy Mem. Hospitals UMC-Stratford	89	99	71	81	88
Bayonne Medical Center	88	94	87	78	100
Raritan Bay Medical Center-Old Bridge	88	94	89	75	94
JFK Medical Center	88	98	93	69	95
Community Medical Center	88	93	90	78	100
Mountainside Hospital	87	92	87	78	96
St. Peter's University Hospital	87	99	100	67	75*
Valley Hospital	87	98	91	67	100*
Virtua-Memorial Hospital Burlington County	85	99	83	64	97
Robert Wood Johnson University Hospital	84	95	89	64	100
RWJ University Hospital at Rahway	83	91	90	63	94
Bergen Regional Medical Center	81	89	80*	85*	38*
Trinitas Hospital	79	96	89	50	98
Hoboken University Medical Center	77	90	80	55	100*
CentraState Medical Center	77	90	77	54	100
St. Mary's Hospital (Passaic)	71	89	79	42	94
East Orange General Hospital	70	88	59	42	82

\* Hospital score for this measure is based on a small number of patients (less than 25).

† St. Michael's Medical Center did not submit all of the required records for the CMS data accuracy review.

# Basic Facts on Treatment for Heart Failure

**T**hese scores show how well hospitals are providing care for eligible heart failure patients. Heart failure 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 heart failure can include shortness of breath from fluid in the lungs, dizziness, fatigue, weakness, cold and clammy skin, or rapid and

irregular heartbeat. Heart failure 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 Systolic (LVS) Function Assessment

❖ **THIS SCORE TELLS YOU** the percent of heart failure patients who had their LVS function evaluated before hospital arrival, during hospitalization, or had a test planned following 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 heart failure 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 heart failure 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 heart failure 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.



# Patient Safety Tips for Surgery



**To make your surgery safer, consider asking your doctor(s), nurse(s) and clinical staff some of the following questions before surgery:**

❖ **What are my options for the best place to have this type of surgery: in the office, same-day surgery center or hospital?**

Consider cost, your health plan coverage, and above all, safety factors.

❖ **What exactly do you expect will be done during surgery?**

Be sure that you, your doctor and your surgeon agree on exactly what will be done during surgery, and you are aware of what to expect.

❖ **Are the surgeon, anesthesiologist and nurses aware of any allergies or previous bad reactions to anesthesia that you may have had?**

Don't assume they know what you are allergic to, especially if you have not told them. If you have already told them, remind them.

❖ **Can I continue to take medications and vitamins that I am routinely taking?**

Inform all your doctors and nursing staff about all the prescription medications, vitamins, herbal supplements, and over-the-counter medications you are currently taking. Certain combinations of medicines can lead to problems. Patients taking heart medication need to be careful that the combinations will not lead to a heart attack.

❖ **Should I wash with an antibiotic soap the day before surgery?**

If you are supposed to wash with an antibiotic soap, ask the doctor to show you how. Doing so may help prevent infections.

❖ **Will I need an antibiotic before surgery? If so, for how long?**

Antibiotics should be taken within 1 hour before surgery and stopped within 24 hours in most cases, lowering your risk of infection after surgery.

❖ **If hair has to be removed from my body before surgery, will you be using clippers rather than a razor?**

Razors can cause infections if they leave small cuts on the skin.

❖ **What will you do to prevent the risk of blood clots?**

Because you do not move while under anesthesia, blood clots can form, possibly leading to a heart attack and a stroke. The more complicated the surgery, the higher the risk.





# 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.**

## **FIND a Doctor or Information on Your Doctor:**

**NEW JERSEY HEALTHCARE PROFILE,** [www.NJdoctorlist.com](http://www.NJdoctorlist.com), helps you find doctors in a specific NJ area or field of medicine. You can also review a doctor's credentials, background, disciplinary actions and malpractice payments.

**WebMD,** [www.webmd.com/healthcare\\_services/default.htm](http://www.webmd.com/healthcare_services/default.htm), lets you find a doctor by name, location or specialty.

## **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/her specialty area and 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 and 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 receive a follow-up call.

**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 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.

**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.

## When in the Hospital

**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.

**ASK** your doctor whether he/she will be visiting you in the hospital or whether there will be a **hospitalist** instead. Many hospitals are hiring **hospitalists** to provide around the clock inpatient care and substitute for your personal physician.

**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?

**UNDERSTAND** the treatment plan you will use at home.

- ❖ Learn about your medications.
- ❖ Find out when you can resume regular activities.
- ❖ What kind of follow-up care will you require?
- ❖ Will the hospital assist you in finding someone to help with your care at home?
- ❖ What training will the hospital provide 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 24.*



# Hospital Patients . . . Know Your Rights

**As a patient in a New Jersey hospital, you have the right to:**



## Medical Care

- ❖ Receive an understandable explanation from your physician of your complete medical condition including recommended treatment, expected results, risks and reasonable 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.
- ❖ 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.
- ❖ Be informed of the hospital's written policies and procedures regarding life-saving methods and the use or withdrawal of life-support.
- ❖ Refuse medication and treatment to the extent permitted by law and to be informed of the medical consequences of refusal.
- ❖ Be included in experimental research only when you have given informed consent to participate.
- ❖ 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.
- ❖ Receive appropriate assessment and treatment for pain.

## Transfers

- ❖ 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.
- ❖ 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

- ❖ Be treated with courtesy, consideration and respect for your dignity and individuality.
- ❖ Know the names and functions of all physicians and other health care professionals directly caring for you.
- ❖ Expeditiously receive the services of a translator or interpreter, if needed, to communicate with the hospital staff.
- ❖ 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.
- ❖ Be advised in writing of the hospital's rules regarding the conduct of patients and visitors.
- ❖ Receive a summary of your rights as a patient, including the name(s) and phone number(s) of the hospital staff 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.



## Medical Records

- ❖ 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.
- ❖ Obtain a copy of your medical records at a reasonable fee within 30 days after submitting a written request to the hospital.

## Cost of Hospital Care

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

## Discharge Planning

- ❖ Be informed about any need for follow-up care and receive assistance in obtaining this care required after your discharge from the hospital.
- ❖ Receive sufficient time before discharge to arrange for follow-up care after hospitalization.
- ❖ Be informed by the hospital about the discharge appeal process.

## Privacy and Confidentiality

- ❖ Be provided with physical privacy during medical treatment and personal hygiene functions, unless you need assistance.
- ❖ 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.

- ❖ Have access to individual storage space for your private use and to safeguard your property if unable to assume that responsibility.

## Freedom from Abuse and Restraints

- ❖ Be free from physical and mental abuse.
- ❖ 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

- ❖ 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.
- ❖ Exercise your constitutional, civil and legal rights.

## Questions, Complaints and Appeals

- ❖ Ask questions or file grievances about patient rights with a designated hospital staff member and receive a response within a reasonable period.
- ❖ 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 29 for details.*





# Health Information and Referral

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



## Health Care Conditions

### ❖ Asthma Information and Resources (DHSS)

NJ asthma programs and resources. [www.nj.gov/health/fhs/asthma](http://www.nj.gov/health/fhs/asthma)

### ❖ Asthma Programs (PACNJ)

Statewide asthma programs and services. (908) 687-9340 ext. 320 or [www.pacnj.org](http://www.pacnj.org)

### ❖ Resources on Allergy, Asthma, and Immunology (AAAAI)

Asthma and allergy related information. (414) 272-6071 or [www.aaaai.org](http://www.aaaai.org)

### ❖ Cancer Control and Prevention (DHSS)

Various types of cancer and locations of resources by NJ county. [www.nj.gov/health/ccp](http://www.nj.gov/health/ccp)

### ❖ Cancer Initiatives (DHSS)

Cancer resources, research, data, treatment and prevention from state and federal resources. [www.nj.gov/health/cancer](http://www.nj.gov/health/cancer)

### ❖ Cancer Resources (ACS)

Comprehensive information on cancer. (800) ACS-2345 or [www.cancer.org](http://www.cancer.org)

### ❖ Resources for Cancer Patients in New Jersey (NJCCR)

Information, resources, and support group locations. [www.nj.gov/health/ccr/patientresources.htm](http://www.nj.gov/health/ccr/patientresources.htm)

### ❖ Cardiac Surgery in New Jersey (DHSS)

Coronary artery bypass graft surgery (CABG) death rates for NJ hospitals and physicians. [www.nj.gov/health/healthcarequality/documents/cardconsumer04.pdf](http://www.nj.gov/health/healthcarequality/documents/cardconsumer04.pdf)

### ❖ Heart Health (AHA)

A wide range of cardiovascular and stroke topics. (800) 242-8721 or [www.americanheart.org](http://www.americanheart.org)

### ❖ Healthy Lungs (ALA)

Strategies for fighting lung disease and its prevention, including asthma, smoking, environmental health, and research. (800) LungUSA or [www.lungusa.org](http://www.lungusa.org)

### ❖ Diabetes Information (ADA)

Information on diabetes. (800) 342-2383 or [www.diabetes.org/about-diabetes.jsp](http://www.diabetes.org/about-diabetes.jsp)

### ❖ Diabetes Prevention and Control (DHSS)

Diabetes resources, information, NJ data, and treatment. (609) 984-6137 or [www.nj.gov/health/fhs/diabinde.shtml](http://www.nj.gov/health/fhs/diabinde.shtml)

### ❖ Diabetes and Me (CDC)

From the basics to research, statistics, and educational publications. (800) CDC-INFO; TTY (888) 232-6348 or [www.cdc.gov/diabetes/consumer/index.htm](http://www.cdc.gov/diabetes/consumer/index.htm)

### ❖ Diagnosis/Treatment of Diseases (ACS, ADA, AHA, AACR)

Current research on diagnosis and treatment of specific diseases. [www.PatientInform.org](http://www.PatientInform.org)

### ❖ Health Conditions (CDC)

Disease prevention and control, environmental health, and health promotion. [www.cdc.gov](http://www.cdc.gov)

### ❖ Health Data Fact Sheets (DHSS)

Fact sheets on selected NJ health topics, organized alphabetically by topic. [www.nj.gov/health/chs/monthlyobs.shtml](http://www.nj.gov/health/chs/monthlyobs.shtml)

### ❖ Health Issues (NLM, NIH)

Various conditions, health news, clinical trials, medicines, encyclopedias and medical dictionary from NLM and NIH. [www.medlineplus.gov](http://www.medlineplus.gov)



## Seniors

### ❖ Medicare and You/MyMedicare.gov (CMS)

Coverage options for health and drug plans; information on benefits, enrollment, eligibility and preventive health. (800) MEDICARE or [www.medicare.gov/spotlights.asp#medicare2008](http://www.medicare.gov/spotlights.asp#medicare2008)

### ❖ Medicare Preventive Services to Keep You Healthy (CMS)

Preventive information and services available to Medicare recipients. (800) MEDICARE or [www.medicare.gov/health/overview.asp](http://www.medicare.gov/health/overview.asp)

### ❖ NIHSeniorHealth.gov (NIA, NLM, NIH)

Web-based authoritative and up-to-date health information. [www.NIHSeniorHealth.gov](http://www.NIHSeniorHealth.gov)

### ❖ NJEASE (DHSS)

One easy telephone call for information on important NJ programs and benefits for seniors. (877) 222-3737 or [www.nj.gov/health/senior/sanjease](http://www.nj.gov/health/senior/sanjease)

### ❖ Staying Healthy at 50+

Guide to healthy habits, screening tests, and immunizations. (800) 358-9295 or [www.ahrq.gov/ppip/50plus/50plus.pdf](http://www.ahrq.gov/ppip/50plus/50plus.pdf)

### ❖ Talking With Your Doctor: A Guide for Older People (NIA)

Ways for seniors to discuss health concerns and medicines with physicians. (800) 222-2225; TTY (800) 222-4225 or [www.niapublications.org/pubs/talking/index.asp](http://www.niapublications.org/pubs/talking/index.asp)

## Preventive Care

### ❖ Everyday Choices for a Healthier Life Style (ACS, ADA, AHA)

Disease prevention and early detection. [www.everydaychoices.org](http://www.everydaychoices.org)

### ❖ Healthfinder.gov

Consumer health information from the Federal Government and others. [www.healthfinder.gov](http://www.healthfinder.gov)

### ❖ 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](http://www.ahrq.gov/ppip/adguide)
- The Pocket Guide to Good Health for Children. [www.ahrq.gov/ppip/childguide](http://www.ahrq.gov/ppip/childguide)
- Men: Stay Healthy at Any Age. [www.ahrq.gov/ppip/healthymen.htm](http://www.ahrq.gov/ppip/healthymen.htm)
- Women: Stay Healthy at Any Age. [www.ahrq.gov/ppip/healthywom.htm](http://www.ahrq.gov/ppip/healthywom.htm)

## General Health Information

### ❖ Hospital and Consumer Information (Joint Commission)

Find accredited hospitals, disease specific hospitals for treatment and learn how to find reliable health information on the internet. [www.JointCommission.org/GeneralPublic](http://www.JointCommission.org/GeneralPublic)

### ❖ NJ HMO Performance Report (DOBI)

Performance comparisons of NJ's managed care plans and how consumers rate them. [www.nj.gov/dobi/lhactuar.htm#HMORports](http://www.nj.gov/dobi/lhactuar.htm#HMORports)

### ❖ Your Guide to Choosing Quality Health Care (AHRQ)

Check lists and worksheets to help determine important criteria for choosing a doctor, a hospital, or treatment. [www.ahrq.gov/consumer/qntool.htm](http://www.ahrq.gov/consumer/qntool.htm)

## KEY

### AAAAI:

American Academy of Allergy, Asthma and Immunology

### 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

### NIA:

National Institute on Aging

### NIH:

National Institutes of Health

### NJCCR:

NJ Commission on Cancer Research

### NJEASE:

New Jersey Easy Access, Single Entry

### NLM:

National Library of Medicine

### PACNJ:

Pediatric/Asthma Coalition of NJ

# 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.

**Licensure:** 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.nj.gov/health/healthfacilities/search/ac.shtml](http://www.nj.gov/health/healthfacilities/search/ac.shtml).

**Inspections:** To evaluate compliance with State regulatory standards, the Department conducts 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.

**Enforcement:** 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. In the case of licensure standards violations, the Department may also issue a monetary penalty or take other actions. A summary of enforcement actions taken may be found at [www.nj.gov/health/healthfacilities/hospfines/index.shtml](http://www.nj.gov/health/healthfacilities/hospfines/index.shtml).

**Patient Safety:** DHSS also collects confidential information on medical errors and ensures that hospitals review these events to prevent reoccurrence.

## **The Joint Commission**

The Joint Commission, formerly JCAHO, is an independent, not-for-profit national organization that evaluates and accredits nearly 15,000 health care organizations. All New Jersey hospitals are accredited by the Joint Commission. For additional information on specific hospitals, visit the Joint Commission web site at [www.jointcommission.org](http://www.jointcommission.org), under Quality Check™. You can also request a printed copy from the Customer Service Center at (630) 792-5800.





# To File a **Complaint . . .**



## about how a New Jersey Hospital...

### **Treated You:**

- Write** New Jersey Department of Health and Senior Services, Office of Health Facilities Assessment and Survey; PO Box 367; Trenton, NJ 08625-0367.
- Visit** [www.nj.gov/health/healthfacilities/hotlines.shtml](http://www.nj.gov/health/healthfacilities/hotlines.shtml)
- Call** Complaint hotline at (800) 792-9770.

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### **Handled Your Application for Charity Care:**

- Write** New Jersey Department of Health and Senior Services, 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.

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### **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.
- Visit** [www.state.nj.us/dobi/mcfaqs.htm](http://www.state.nj.us/dobi/mcfaqs.htm)
- Call** Office of Managed Care at (888) 393-1062.

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### **Billed You and You Are Enrolled in Medicare:**

- Call** Medicare Program at (800) MEDICARE.
- Visit** Medicare Program at [www.medicare.gov](http://www.medicare.gov)

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### **Billed You and You Are Enrolled in Medicaid:**

- Call** Medicaid hotline at (800) 356-1561.

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## about a New Jersey Physician:

- Write** New Jersey Board of Medical Examiners; PO Box 183; Trenton, NJ 08625-0183.
- Visit** [www.njconsumeraffairs.gov/bme/bmeform.htm](http://www.njconsumeraffairs.gov/bme/bmeform.htm)
- Call** New Jersey Board of Medical Examiners at (609) 826-7100 to obtain a complaint form.

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## 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

## NJ General Acute Care Hospitals

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

1925 Pacific Avenue  
Atlantic City, NJ 08401  
(609) 344-4081  
[www.atlanticare.org](http://www.atlanticare.org)

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

Jimmie Leeds Road  
Pomona, NJ 08240  
(609) 652-1000  
[www.atlanticare.org](http://www.atlanticare.org)

### **Bayonne Medical Center**

29th Street & Avenue E  
Bayonne, NJ 07002  
(201) 858-5000  
[www.bayonnemedicalcenter.org](http://www.bayonnemedicalcenter.org)

### **Bayshore Community Hospital**

727 North Beers Street  
Holmdel, NJ 07733  
(732) 739-5900  
[www.bchs.com](http://www.bchs.com)

### **Bergen Regional Medical Center**

230 E. Ridgewood Avenue  
Paramus, NJ 07652  
(201) 967-4000  
[www.bergenregional.com](http://www.bergenregional.com)

### **Cape Regional Medical Center**

Two Stone Harbor Boulevard  
Cape May Court House, NJ 08210  
(609) 463-2000  
[www.caperregional.com](http://www.caperregional.com)

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

750 Brunswick Avenue  
Trenton, NJ 08638  
(609) 394-6000  
[www.capitalhealth.org](http://www.capitalhealth.org)

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

446 Bellevue Avenue  
Trenton, NJ 08618  
(609) 394-4000  
[www.capitalhealth.org](http://www.capitalhealth.org)

### **CentraState Medical Center**

901 West Main Street  
Freehold, NJ 07728  
(732) 431-2000  
[www.centrastate.com](http://www.centrastate.com)

### **Chilton Memorial Hospital**

97 West Parkway  
Pompton Plains, NJ 07444  
(973) 831-5000  
[www.chiltonmemorial.org](http://www.chiltonmemorial.org)

### **Christ Hospital**

176 Palisade Avenue  
Jersey City, NJ 07306  
(201) 795-8200  
[www.chrithospital.org](http://www.chrithospital.org)

### **Clara Maass Medical Center**

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

### **Community Medical Center**

99 Route 37 West  
Toms River, NJ 08755  
(732) 557-8000  
[www.sbhcs.com/hospitals/community\\_medical](http://www.sbhcs.com/hospitals/community_medical)

### **Cooper Hospital/University Medical Center**

One Cooper Plaza  
Camden, NJ 08103  
(856) 342-2000  
[www.cooperhealth.org](http://www.cooperhealth.org)

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

200 Trenton Road  
Browns Mills, NJ 08015  
(609) 893-6611  
[www.deborah.org](http://www.deborah.org)

### **East Orange General Hospital**

300 Central Avenue  
East Orange, NJ 07018  
(973) 672-8400  
[www.evh.org](http://www.evh.org)

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

350 Engle Street  
Englewood, NJ 07631  
(201) 894-3000  
[www.Englewoodhospital.com](http://www.Englewoodhospital.com)

### **Hackensack University Medical Center**

30 Prospect Avenue  
Hackensack, NJ 07601  
(201) 996-2000  
[www.humed.com](http://www.humed.com)

### **Hackettstown Regional Medical Center**

651 Willow Grove Street  
Hackettstown, NJ 07840  
(908) 852-5100  
[www.hch.org](http://www.hch.org)

### **Hoboken University Medical Center**

308 Willow Avenue  
Hoboken, NJ 07030  
(201) 418-1000  
[www.hobokenumc.com](http://www.hobokenumc.com)

### **Holy Name Hospital**

718 Teaneck Road  
Teaneck, NJ 07666  
(201) 833-3000  
[www.holyname.org](http://www.holyname.org)

### **Hunterdon Medical Center**

2100 Wescott Drive  
Flemington, NJ 08822  
(908) 788-6100  
[www.hunterdonhealthcare.org](http://www.hunterdonhealthcare.org)

### **Jersey City Medical Center**

355 Grand Street  
Jersey City, NJ 07302  
(201) 915-2000  
[www.libertyhealth.org](http://www.libertyhealth.org)

### **Jersey Shore University Medical Center**

1945 Route 33  
Neptune, NJ 07753  
(732) 775-5500  
[www.meridianhealth.com](http://www.meridianhealth.com)

# Appendix 1 *(continued)*



## **JFK Medical Center**

65 James Street  
Edison, NJ 08818  
(732) 321-7000  
[www.jfkmc.org](http://www.jfkmc.org)

## **Kennedy Memorial Hospitals–UMC Cherry Hill Division**

2201 Chapel Avenue West  
Cherry Hill, NJ 08002  
(856) 488-6500  
[www.kennedyhealth.org](http://www.kennedyhealth.org)

## **Kennedy Memorial Hospitals–UMC Stratford Division**

18 East Laurel Road  
Stratford, NJ 08084  
(856) 346-6000  
[www.kennedyhealth.org](http://www.kennedyhealth.org)

## **Kennedy Memorial Hospitals–UMC Washington Twp. Division**

435 Hurffville-Cross Keys Road  
Turnersville, NJ 08012  
(856) 582-2500  
[www.kennedyhealth.org](http://www.kennedyhealth.org)

## **Kimball Medical Center**

600 River Avenue  
Lakewood, NJ 08701  
(732) 363-1900  
[www.sbhcs.com/hospitals/kimbal\\_medical](http://www.sbhcs.com/hospitals/kimbal_medical)

## **Lourdes Medical Center of Burlington County**

218 Sunset Road  
Willingboro, NJ 08046  
(609) 835-2900  
[www.lourdesnet.org](http://www.lourdesnet.org)

## **Meadowlands Hospital Medical Center**

55 Meadowlands Parkway  
Secaucus, NJ 07096  
(201) 392-3100  
[www.libertyhealth.org](http://www.libertyhealth.org)

## **Memorial Hospital of Salem County**

310 Woodstown Road  
Salem, NJ 08079  
(856) 935-1000  
[www.mhschealth.com](http://www.mhschealth.com)

## **Monmouth Medical Center**

300 Second Avenue  
Long Branch, NJ 07740  
(732) 222-5200  
[www.sbhcs.com/hospitals/monmouth\\_medical](http://www.sbhcs.com/hospitals/monmouth_medical)

## **Morristown Memorial Hospital**

100 Madison Avenue  
Morristown, NJ 07962  
(973) 971-5000  
[www.morristownmemorialhospital.org](http://www.morristownmemorialhospital.org)

## **Mountainside Hospital**

1 Bay Avenue  
Montclair, NJ 07042  
(973) 429-6000  
[www.mountainsidenow.com](http://www.mountainsidenow.com)

## **Muhlenberg Regional Medical Center, Inc.**

Park Avenue & Randolph Road  
Plainfield, NJ 07060  
(908) 668-2000  
[www.muhlenberg.com](http://www.muhlenberg.com)

## **Newark Beth Israel Medical Center**

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

## **Newton Memorial Hospital**

175 High Street  
Newton, NJ 07860  
(973) 383-2121  
[www.itsyourlife.com](http://www.itsyourlife.com)

## **Ocean Medical Center**

425 Jack Martin Boulevard  
Brick, NJ 08724  
(732) 840-2200  
[www.meridianhealth.com](http://www.meridianhealth.com)

## **Our Lady of Lourdes Medical Center**

1600 Haddon Avenue  
Camden, NJ 08103  
(856) 757-3500  
[www.lourdesnet.org](http://www.lourdesnet.org)

## **Overlook Hospital**

99 Beauvoir Avenue  
Summit, NJ 07902  
(908) 522-2000  
[www.overlookhospital.org](http://www.overlookhospital.org)

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

7600 River Road  
North Bergen, NJ 07047  
(201) 854-5000  
[www.palisadesmedical.org](http://www.palisadesmedical.org)

## **Raritan Bay Medical Center– Old Bridge Division**

One Hospital Plaza  
Old Bridge, NJ 08857  
(732) 360-1000  
[www.rbmc.org](http://www.rbmc.org)

## **Raritan Bay Medical Center– Perth Amboy Division**

530 New Brunswick Avenue  
Perth Amboy, NJ 08861  
(732) 442-3700  
[www.rbmc.org](http://www.rbmc.org)

## **Riverview Medical Center**

One Riverview Plaza  
Red Bank, NJ 07701  
(732) 741-2700  
[www.meridianhealth.com](http://www.meridianhealth.com)

## **Robert Wood Johnson University Hospital**

One Robert Wood Johnson Place  
New Brunswick, NJ 08901  
(732) 828-3000  
[www.rwjuh.edu](http://www.rwjuh.edu)

## **Robert Wood Johnson University Hospital at Hamilton**

One Hamilton Health Place  
Hamilton, NJ 08690  
(609) 586-7900  
[www.rwjhamilton.org](http://www.rwjhamilton.org)

## **Robert Wood Johnson University Hospital at Rahway**

865 Stone Street  
Rahway, NJ 07065  
(732) 381-4200  
[www.rwjuhr.com](http://www.rwjuhr.com)



# Appendix 1 *(continued)*

**Shore Memorial Hospital**

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

**Somerset Medical Center**

110 Rehill Avenue  
Somerville, NJ 08876  
(908) 685-2200  
[www.somersetmedicalcenter.com](http://www.somersetmedicalcenter.com)

**South Jersey Healthcare Regional Medical Center**

1505 West Sherman Avenue  
Vineland, NJ 08360  
(856) 641-8000  
[www.sjhs.com](http://www.sjhs.com)

**South Jersey Hospital–Elmer**

501 West Front Street  
Elmer, NJ 08318  
(856) 363-1000  
[www.sjhs.com](http://www.sjhs.com)

**Southern Ocean County Hospital**

1140 Route 72 West  
Manahawkin, NJ 08050  
(609) 597-6011  
[www.soch.com](http://www.soch.com)

**St. Barnabas Medical Center**

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

**St. Clare's Hospital–Denville**

25 Pocono Road  
Denville, NJ 07834  
(973) 625-6000  
[www.saintclares.org](http://www.saintclares.org)

**St. Clare's Hospital–Dover**

400 West Blackwell Street  
Dover, NJ 07801  
(973) 989-3000  
[www.saintclares.org](http://www.saintclares.org)

**St. Clare's Hospital–Sussex**

20 Walnut Street  
Sussex, NJ 07461  
(973) 702-2600  
[www.saintclares.org](http://www.saintclares.org)

**St. Francis Medical Center**

601 Hamilton Avenue  
Trenton, NJ 08629  
(609) 599-5000  
[www.stfrancismedical.com](http://www.stfrancismedical.com)

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

703 Main Street  
Paterson, NJ 07503  
(973) 754-2000  
[www.stjosephshealth.org](http://www.stjosephshealth.org)

**St. Joseph's Wayne Hospital**

224 Hamburg Turnpike  
Wayne, NJ 07470  
(973) 942-6900  
[www.sjwh.org](http://www.sjwh.org)

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

350 Boulevard  
Passaic, NJ 07055  
(973) 365-4300  
[www.smh-passaic.com](http://www.smh-passaic.com)

**St. Michael's Medical Center**

111 Central Avenue  
Newark, NJ 07102  
(973) 877-5000  
[www.smmcnj.org](http://www.smmcnj.org)

**St. Peter's University Hospital**

254 Easton Avenue  
New Brunswick, NJ 08901  
(732) 745-8600  
[www.saintpetersuh.com](http://www.saintpetersuh.com)

**Trinitas Hospital**

225 Williamson Street  
Elizabeth, NJ 07207  
(908) 994-5000  
[www.trinitashospital.com](http://www.trinitashospital.com)

**UMDNJ–University Hospital**

150 Bergen Street  
Newark, NJ 07103  
(973) 972-4300  
[www.theuniversityhospital.com](http://www.theuniversityhospital.com)

**Underwood–Memorial Hospital**

509 N. Broad Street  
Woodbury, NJ 08096  
(856) 845-0100  
[www.umhospital.org](http://www.umhospital.org)

**University Medical Center at Princeton**

253 Witherspoon Street  
Princeton, NJ 08540  
(609) 497-4000  
[www.princetonhcs.org](http://www.princetonhcs.org)

**Valley Hospital**

223 North Van Dien Avenue  
Ridgewood, NJ 07450  
(201) 447-8000  
[www.valleyhealth.com](http://www.valleyhealth.com)

**Virtua–Memorial Hospital of Burlington County**

175 Madison Avenue  
Mount Holly, NJ 08060  
(609) 267-0700  
[www.virtua.org](http://www.virtua.org)

**Virtua–West Jersey Hospital Berlin**

100 Townsend Avenue  
Berlin, NJ 08009  
(856) 322-3000  
[www.virtua.org](http://www.virtua.org)

**Virtua–West Jersey Hospital Marlton**

90 Brick Road  
Marlton, NJ 08053  
(856) 355-6000  
[www.virtua.org](http://www.virtua.org)

**Virtua–West Jersey Hospital Voorhees**

101 Carnie Boulevard  
Voorhees, NJ 08043  
(856) 325-3000  
[www.virtua.org](http://www.virtua.org)

**Warren Hospital**

185 Roseberry Street  
Phillipsburg, NJ 08865  
(908) 859-6700  
[www.warrenhospital.org](http://www.warrenhospital.org)

**William B. Kessler Memorial Hospital**

600 S. White Horse Pike  
Hammonton, NJ 08037  
(609) 561-6700  
[www.kesslerhospital.org](http://www.kesslerhospital.org)

# Appendix 2



## Quality Improvement Advisory Committee (QIAC)

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

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

**Maureen Bueno, RN, PhD** *(Co-Chair)*  
QualCare Inc.

**Peter A. Gross, MD** *(Co-Chair)*  
Hackensack University  
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**Andrea Aughenbaugh**  
NJ State Nurses Association

**Deborah Briggs**  
NJ Council of Teaching Hospitals

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

**Donald Casey, Jr, MD**  
Atlantic Health System

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

**Mary Fuhro**  
Saint James Hospital

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

**Mary Willis Gulbranson**  
NJ Carpenters Fund

**Aline Holmes**  
New Jersey Hospital Association

**Suzanne Ianni**  
Hospital Alliance of New Jersey

**Patricia Kelmar**  
AARP New Jersey

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

**David Knowlton**  
NJ Health Care Quality Institute

**Mary Law**  
AtlantiCare Regional Medical  
Center

**Len Leto**  
Division of Pension and Benefits  
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**Frank Lumia, MD**

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UMDNJ School of Public Health,  
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Valley Health System

**Barbara Niedz**  
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**Joyce G. Pontbriand**  
Healthcare Quality Strategies, Inc.

**Ward Sanders**  
NJ Association of Health Plans

**Margaret Springer**  
Division of Medical Assistance  
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NJ Department of Human  
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**Molly Sullivan**  
Capital Health System

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