

**ATTACHMENT 4**

**QUALITY**

## Attachment : Quality of Care

MFSMC complies with all mandated federal, state, and local health and safety regulations, applicable Joint Commission on Accreditation of Healthcare Organizations and other appropriate national accrediting organization standards, and all applicable state certification standards. MFSMC's most recent review by the Joint Commission was successfully completed in May 2016. The surveyors noted the hospital as an exemplar in quality and safety engagement demonstrated by physicians and staff. Attached as Attachments 22-24 are Letters of Accreditation and a copy of the Joint Commission accreditation letter to the Hospital documenting the survey results from 2016.

It should also be noted that MFSMC continues to focus significant effort and resources on enhancing the quality of care it delivers to its patients beyond compliance with jurisdictional regulations and accrediting body standards. MFSMC has identified and implemented numerous strategies in alignment with our MedStar corporate partners to improve the quality of care and safety provided by the Hospital. These include:

- The addition of two physician Assistant Vice Presidents, one dedicated to quality, risk, safety, informatics and population health and the other dedicated to case management utilization review.
- The implementation of an Interdisciplinary Model of Care (IMOC) delivery model
- A high reliability and safety (HRO) program that included training, a patient safety event reporting system, event review and resolution process, safety coaches, and continues an active oversight plan for sustainment of a "Zero Harm" High Reliability Organization
- Patient Family Quality and Safety Advisory Council
- Initiatives to enhance patient experience
- Enhanced electronic medical record for both inpatient and outpatient venues

Other enhancements include the selection and monitoring of objective, measurable quality indicators through the Balanced Scorecard approach. Yearly goals are determined in through the quality infrastructure. The Quality Safety and Risk department facilitates abstraction of data, analysis. It also provides performance improvement guidance to the multidisciplinary teams organized to improve and sustain quality of care and safety.

As a result of our MedStar Health system affiliation we have access to the MedStar Institute of Innovation, research and grant development, a simulation center and other quality and safety resources. Because of these enhancements, the Hospital has achieved significant gains in the quality of care it delivers to its patients, as evidenced by MFSMC's ratings on MHCC's Maryland Hospital Performance Evaluation Guide; <http://hospitals.Healthgrove.com/d/d/Maryland> and on the Department of Health and Human Services Hospital Compare site; <https://www.medicare.gov/hospitalcompare/profile.html#profTab=0&ID=210015&state=MD&lat=0&lng=0&name=MEDSTAR%20FRANKLIN%20SQUARE%20MEDICAL%20CENTER&Distn=0.0>

In addition, the Hospital has been awarded numerous quality recognitions from third party evaluators in the past few years for Quality, Service and the Environment noted below.

### **Quality**

- The 2016 Mission: Lifeline Receiving Center SILVER Recognition Award, which demonstrates adherence to clinical guidelines to support better outcomes for acute coronary syndrome patients
- Accredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP).
- Maryland Patient Safety Center (MPSC) Minogue Award
- American Heart/American Stroke Association's Gold Award
- Target Stroke Honor Roll
- Designated as "Senior Friendly" by NICHE ( Nursing Improving Care for Healthsystem Elders) for 2016
- Designated Aetna Institute of Quality for Orthopedic Care - Spine Surgery
- Stroke State Certification & Accreditation and The Joint Commission Disease Specific Care certification
- Accreditation Council for Graduate Medical Education
- Institutional Accreditation, 5 years Continued Accreditation
- Accredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP).

### **Service**

- 2012 "Best Place to Work"
- 2011 "Best Place to Work"
- Breast-feeding-Friendly Workplace Award

### **Environment**

- [2016 Practice Greenhealth Emerald Award](#)
- [2015 Practice Greenhealth Partner for Change Award](#)
- 2012 Practice Greenhealth Partner for Change Award
- 2009 Practice Greenhealth Partner Recognition Award
- 2010 EPA Trailblazer Award

MFSMC is fully committed to offer high quality healthcare to the communities it serves, and will continue to focus its resources on achieving greater gains in the quality of care it provides to its patients.



July 18, 2016

Samuel Moskowitz  
President  
Franklin Square Hospital Center  
9000 Franklin Square Drive  
Baltimore, MD 21237-3998

Joint Commission ID #: 6247  
Program: Hospital Accreditation  
Accreditation Activity: 60-day Evidence of  
Standards Compliance  
Accreditation Activity Completed: 07/18/2016

Dear Mr. Moskowitz:

The Joint Commission is pleased to grant your organization an accreditation decision of Accredited for all services surveyed under the applicable manual(s) noted below:

- **Comprehensive Accreditation Manual for Hospitals**

This accreditation cycle is effective beginning May 07, 2016 and is customarily valid for up to 36 months. Please note, The Joint Commission reserves the right to shorten or lengthen the duration of the cycle.

Should you wish to promote your accreditation decision, please view the information listed under the 'Publicity Kit' link located on your secure extranet site, The Joint Commission Connect.

The Joint Commission will update your accreditation decision on Quality Check®.

Congratulations on your achievement.

Sincerely,



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene  
Office of Health Care Quality  
Spring Grove Center • Bland Bryant Building  
55 Wade Avenue • Catonsville, Maryland 21228-4663

Larry Hogan, Governor - Boyd K. Rutherford, Lt. Governor - Van T. Mitchell, Secretary

October 17, 2016

RECEIVED  
OCT 20 2016

Sam Moskowitz, President and CEO  
MedStar Franklin Square Medical Center  
9000 Franklin Square Drive  
Baltimore, MD 21237-3901

BY: .....

Dear Mr. Moskowitz:

This is to acknowledge receipt of a license fee of \$3,000.00 and a completed application for a license to operate Medstar Franklin Square Medical Center. We have also received the survey findings of The Joint Commission which reports that your hospital has been granted accreditation effective for three years beginning May 6, 2016. This license is therefore issued to reflect the accreditation date.

In accordance with Health-General Article 19-323, this license will remain in effect for the term of accreditation by The Joint Commission. The Department of Health and Mental Hygiene retains the authorities as specified in Health-General Article 19-308, 308.2, 309, 310, and may revoke this license for failure to comply with its provisions. It is the hospital's authority to operate an Acute General Hospital.

This license should be displayed in a conspicuous place, at or near the entrance to the hospital, plainly visible and easily read by the public.

Sincerely,

Patricia Tomsco Nay, M.D., Executive Director  
Office of Health Care Quality

cc: Maryland Health Care Commission, Christine Parent  
Maryland Health Services Cost Review Commission, Amanda Vaughn  
Office of Health Services, Michelle Lehner  
Division of Cost and Reimbursements, Avi Glenner, Acting Chief  
Division of Cost and Reimbursements, Lillian Taylor, Deputy Chief  
Baltimore County Health Department  
Ann Elliott, CareFirst BlueCross BlueShield of Maryland  
License File

Toll Free 1-877-4MD-DHMH – TTY/Maryland Relay Service 1-800-735-2258  
Web Site: [www.dhmh.maryland.gov](http://www.dhmh.maryland.gov)



**MARYLAND  
DEPARTMENT OF HEALTH AND MENTAL HYGIENE  
OFFICE OF HEALTH CARE QUALITY**

**SPRING GROVE CENTER  
BLAND BRYANT BUILDING  
55 WADE AVENUE  
CATONSVILLE, MARYLAND 21228**

License No. 03-014

Issued to:

**MedStar Franklin Square Medical Center  
9000 Franklin Square Drive  
Baltimore, MD 21237-3901**

Type of Facility: Acute General Hospital

Date Issued: May 6, 2016

Authority to operate in this State is granted to the above entity pursuant to The Health-General Article, Title 19 Section 318 Annotated Code of Maryland, 1982 Edition, and subsequent supplements and is subject to any and all statutory provisions, including all applicable rules and regulations promulgated thereunder. This document is not transferable.

Expiration Date: August 6, 2019

*Patricia Tomko Gray, MD*

Director

Falsification of a license shall subject the perpetrator to criminal prosecution and the imposition of civil fines.