




Heywood Hospital

242 Green Street
Gardner, Massachusetts 01440-1373
Survey Submission Date: August 17, 2021
[Facility info, location, and more](#)

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Preventing and Responding to Patient Harm

Measure name	Leapfrog's Standard	Hospital's Progress
Effective Leadership to Prevent Errors	Hospitals should take meaningful steps to raise awareness about patient safety, hold leadership accountable for reducing unsafe practices, provide resources to implement a patient safety program, and develop systems and structures to support action to improve patient safety.	<div><p>ACHIEVED THE STANDARD</p></div>
<div>▲ SHOW LESS ▲</div> <div>This hospital scored 120.00 out of 120.00 possible points.</div>		
Staff Work Together to Prevent Errors	Hospitals should assess their culture of safety and hold leadership accountable for implementing policies, procedures, and staff education to improve the culture of safety.	<div><p>ACHIEVED THE STANDARD</p></div>
<div>▲ SHOW LESS ▲</div> <div>This hospital scored 120.00 out of 120.00 possible points.</div>		
Support for Nursing Workforce	Hospitals should assess their nursing staff levels and core competencies, included nurses in leadership, and develop and implement plans to address any areas of improvement.	<div><p>ACHIEVED THE STANDARD</p></div>
<div>▲ SHOW LESS ▲</div> <div>This hospital scored 100.00 out of 100.00 possible points.</div>		

Handwashing

Hospitals should regularly monitor hand hygiene practices for everyone interacting with patients, and give feedback to ensure compliance. Hospitals should foster a culture of good hand

[more](#)



▲ SHOW LESS ▲

Hand Hygiene Domain	Performance
Hospital regularly monitors hand hygiene practices	Met the monthly requirements for monitoring using direct observation only.
Feedback provided to ensure compliance with hand hygiene	Met
Appropriate training and education provided	Met
Access to paper towels, soap dispensers, and hand sanitizer maintained	Met
Culture of good hand hygiene emphasized	Met

Responding to Never Events

Hospitals should have a never events policy that includes all nine (9) actions that should occur following a “never event,” which includes apologizing to the patient and not charging for costs associated with the never event.



Medication Safety

Measure name	Leapfrog’s Standard	Hospital’s Progress
Safe Medication Administration	<p>Hospitals should have nurses and other clinicians use BCMA in all medical/surgical units, intensive care units, and labor and delivery units to scan the patient and medication prior to administration at</p> <p>more</p>	<p>CONSIDERABLE ACHIEVEMENT</p>
▼ SHOW MORE ON THIS HOSPITAL’S PERFORMANCE ▼		
Safe Medication Ordering	<p>Hospitals should enter at least 85% of inpatient medication orders through the CPOE system.</p>	<p>ACHIEVED THE STANDARD</p>
▼ SHOW MORE ON THIS HOSPITAL’S PERFORMANCE ▼		
Medication Reconciliation	<p>Hospitals should have a rate of unintentional medication discrepancies per medication that is lower than or equal to the 50th percentile (where lower performance is better) nationally.</p>	<p>ACHIEVED THE STANDARD</p>

▼ SHOW MORE ON THIS HOSPITAL'S PERFORMANCE ▼

Medication Documentation for Elective Outpatient Surgery Patients

Hospitals should document 90% or more of home medications, visit medications, and allergies/adverse reaction(s) in the patients' clinical record.



▼ SHOW MORE ON THIS HOSPITAL'S PERFORMANCE ▼

Healthcare Associated Infections

Measure name	Leapfrog's Standard	Hospital's Progress
Infection in the Blood	<p>Hospitals should have fewer than expected central-line associated blood stream infections.</p> <p>Leapfrog uses a standardized infection ratio (SIR) calculated by more</p>	<p>UNABLE TO CALCULATE</p> <p>Sample size too small to calculate score</p>
Infection in the Urinary Tract	<p>Hospitals should have fewer than expected catheter-associated urinary tract infections.</p> <p>Leapfrog uses a standardized infection ratio (SIR) calculated by more</p>	<p>A bar chart with four bars of increasing height, where the first bar is green and the others are grey.</p> <p>LIMITED ACHIEVEMENT</p>
▼ SHOW MORE ON THIS HOSPITAL'S PERFORMANCE ▼		
C. difficile Infection	<p>Hospitals should have fewer than expected colon infections from C. diff bacteria.</p> <p>Leapfrog uses a standardized infection ratio (SIR) calculated by more</p>	<p>A bar chart with four bars of increasing height, where the first three bars are green and the last is grey.</p> <p>CONSIDERABLE ACHIEVEMENT</p>
▼ SHOW MORE ON THIS HOSPITAL'S PERFORMANCE ▼		
MRSA Infection	<p>Hospitals should have fewer than expected antibiotic resistant bacterial infections.</p> <p>Leapfrog uses a standardized infection ratio (SIR) calculated by more</p>	<p>UNABLE TO CALCULATE</p> <p>Sample size too small to calculate score</p>
Surgical Site Infection After Colon Surgery	<p>Hospitals should have fewer than expected surgical site infections after major colon surgery.</p> <p>Leapfrog uses a standardized infection ratio (SIR) calculated by more</p>	<p>UNABLE TO CALCULATE</p> <p>Sample size too small to calculate score</p>

Maternity Care

Measure name Leapfrog's Standard Hospital's Progress

Cesarean Sections

This is defined as first-time mothers giving birth to a single baby, at full-term, in the head-down position deliver their babies through a C-section. Hospitals should have a rate of C-sections of 23.6% or less.



▼ SHOW MORE ON THIS HOSPITAL'S PERFORMANCE ▼

Early Elective Deliveries

This is defined as mothers being scheduled for cesarean sections or medication inductions prior to 39 weeks gestation without a medical reason. Hospitals should have a rate of early elective deliveries of 5% or less.



▼ SHOW MORE ON THIS HOSPITAL'S PERFORMANCE ▼

Episiotomies

This is defined as mothers having an incision made in the perineum (the birth canal) during childbirth. Hospitals should have a rate of episiotomies of 5% or less.



▼ SHOW MORE ON THIS HOSPITAL'S PERFORMANCE ▼

Screening Newborns for Jaundice Before Discharge

Hospitals should screen at least 90% of babies for jaundice.



▼ SHOW MORE ON THIS HOSPITAL'S PERFORMANCE ▼

Preventing Blood Clots in Women Undergoing Cesarean Section

At least 90% of women undergoing a cesarean section receive treatment to prevent blood clots.



▼ SHOW MORE ON THIS HOSPITAL'S PERFORMANCE ▼

High-Risk Deliveries

Hospitals should deliver at least 50 very-low birth weight babies per year OR the hospital must maintain a lower-than-average morbidity/mortality rate for very-low birth weight babies.

DOES NOT APPLY

More Information

Number of Live Births

The hospital had **392** live births (i.e., liveborn infants) at this hospital location for the reporting time period.

Pediatric Care

Measure name

Leapfrog's Standard

Hospital's Progress

Experience of

Hospitals should perform better than most hospitals in five (5)

Children and Their Parents

areas:

[more](#)



DECLINED TO RESPOND

Radiation Dose for Abdomen/Pelvis Scans

Hospitals should use a CT radiation dose for routine CT scans of the abdomen and pelvis that falls within national benchmarks.



DECLINED TO RESPOND

Radiation Dose for Head Scans

Hospitals should have an average radiation dose for routine CT scans of the head that falls within national benchmarks.



DECLINED TO RESPOND

Critical Care

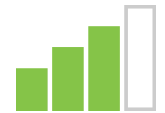
Measure name Leapfrog's Standard

Hospital's Progress

Specially Trained Doctors Care for Critical Care Patients

Hospitals should have intensivists present on-site at least eight hours a day, seven days per week or has intensivists present via 24/7 telemedicine with some on-site intensivist presence. When

[more](#)



CONSIDERABLE ACHIEVEMENT

Complex Adult and Pediatric Surgery

Measure name Leapfrog's Standard

Hospital's Progress

Carotid Artery Surgery

Hospitals should perform at least 20 procedures annually, and as part of their process for privileging surgeons, ensure that each surgeon performs at least 10 procedures annually.

DOES NOT APPLY

Mitral Valve Repair and Replacement

Hospitals should perform at least 40 procedures annually, and as part of their process for privileging surgeons, ensure that each surgeon performs at least 20 procedures annually. In addition,

[more](#)

DOES NOT APPLY

Open Aortic Procedures

Hospitals should perform at least 10 procedures annually, and as part of their process for privileging surgeons, ensure that each surgeon performs at least 7 procedures annually.

DOES NOT APPLY

Bariatric Surgery for Weight Loss

Hospitals should perform at least 50 procedures annually, and as part of their process for privileging surgeons, ensure that each surgeon performs at least 20 procedures annually.



CONSIDERABLE ACHIEVEMENT

▼ **SHOW MORE ON THIS HOSPITAL'S PERFORMANCE** ▼

Esophageal Resection for Cancer	Hospitals should perform at least 20 procedures annually, and as part of their process for privileging surgeons, ensure that each surgeon performs at least 7 procedures annually.	DOES NOT APPLY
Lung Resection for Cancer	Hospitals should perform at least 40 procedures annually, and as part of their process for privileging surgeons, ensure that each surgeon performs at least 15 procedures annually.	DOES NOT APPLY
Pancreatic Resection for Cancer	The hospital performs at least 20 procedures annually, and as part of their process for privileging surgeons, ensures that each surgeon performs at least 10 procedures annually.	DOES NOT APPLY
Rectal Cancer Surgery	Hospitals should perform at least 16 procedures annually, and as part of their process for privileging surgeons, ensure that each surgeon performs at least 6 procedures annually.	DOES NOT APPLY
Total Hip Replacement Surgery	Hospitals should perform at least 50 procedures annually, and as part of their process for privileging surgeons, ensure that each surgeon performs at least 25 procedures annually.	 CONSIDERABLE ACHIEVEMENT
▼ SHOW MORE ON THIS HOSPITAL'S PERFORMANCE ▼		
Total Knee Replacement Surgery	Hospitals should perform at least 50 procedures annually, and as part of their process for privileging surgeons, ensure that each surgeon performs at least 25 procedures annually.	 CONSIDERABLE ACHIEVEMENT
▼ SHOW MORE ON THIS HOSPITAL'S PERFORMANCE ▼		
Congenital Heart Surgery for Infants (Norwood Procedure)	Hospitals should perform at least 8 procedures annually, and as part of their process for privileging surgeons, ensure that each surgeon performs at least 5 procedures annually.	DOES NOT APPLY

Elective Outpatient Surgery - Adult

Gastroenterology (Stomach and Digestive)

Procedure	Number of Procedures Performed Annually
Upper GI Endoscopies	803
Other Upper GI Procedures	60
Small Intestine and Stomal	4

Endoscopies	
Lower GI Endoscopies	1,627

General Surgery

Procedure	Number of Procedures Performed Annually
Cholecystectomies and Common Duct Explorations	127
Hemorrhoid Procedures	10
Inguinal and Femoral Hernia Repairs	1
Laparoscopies	24
Lumpectomies and Quadrantectomies of Breast	6
Mastectomies	3
Other Hernia Repairs	164

Obstetrics and Gynecology

Procedure	Number of Procedures Performed Annually
Cervix Procedures	10
Hysteroscopies	16
Uterus and Adnexa Laparoscopies	54

Orthopedic (Bones and Joints)

Procedure	Number of Procedures Performed Annually
Finger, Hand, Wrist, Forearm,	125

and Elbow Procedures	
General Orthopedic Procedures	8
Hip Procedures	86
Knee Procedures	356
Shoulder Procedures	129
Spine Procedures	0
Toe, Foot, Ankle, and Leg Procedures	33

Otolaryngology (Ear, Nose, Mouth, and Throat)

Procedure	Number of Procedures Performed Annually
Ear Procedures	138
Mouth Procedures	15
Nasal and Sinus Procedures	185

Urology (Urinary Tract, Male Reproductive)

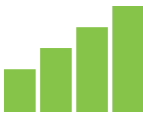

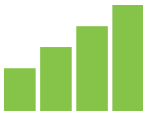
Procedure	Number of Procedures Performed Annually
Circumcisions	5
Cystourethroscopies	189
Male Genital Procedures	8
Urethra Procedures	1
Vaginal Repair Procedures	0

Elective Outpatient Surgery - Pediatric

Otolaryngology (Ear, Nose, Mouth, and Throat)

Procedure	Number of Procedures Performed Annually
Ear Procedures	0
Mouth Procedures	0
Nasal and Sinus Procedures	0
Pharynx, Adenoid, and Tonsil Procedures	186

Care for Elective Outpatient Surgery Patients

Measure name	Leapfrog's Standard	Hospital's Progress
Elective Outpatient Surgery Recovery Staffing - Adult	Hospitals should ensure that a specially certified clinician and at least one physician or nurse anesthetist are present and immediately available while an adult patient is present until discharge.	 ACHIEVED THE STANDARD
Elective Outpatient Surgery Recovery Staffing - Pediatric	Hospitals should ensure that a specially certified clinician and at least one physician or nurse anesthetist are present and immediately available while a pediatric patient is present until discharge.	 ACHIEVED THE STANDARD
Safe Surgery Checklist - Elective Outpatient Surgery	Hospitals should go through all the elements of a complete safe surgery checklist on all patients every time a procedure is performed.	 ACHIEVED THE STANDARD
Experience of Patients Undergoing Elective Outpatient Surgery	Hospitals should perform better than most on four (4) areas including: (a) facilities and staff (b) communication about the procedure, (c) patients' overall rating of the facility, and (d) patients willingness to recommend the facility.	UNABLE TO CALCULATE Sample size too small to calculate score

More Information

Patient Consent for Elective Outpatient Surgery	The hospital provides written surgical consent forms the day of their procedure.
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Patient
Consent to
Anesthesia for
Elective
Outpatient
Surgery

The hospital provides written anesthesia consent forms **the day of** their procedure.




Patient
Selection

The hospital **has** a screening protocol to determine whether a patient’s procedure can safely be performed on an outpatient basis, and the protocol includes the following components:

[View our full Patient Selection](#) [more](#)

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-  Map and Directions
-  Visit facility’s website
-  More Information



 See facility’s Safety Grade

About The Leapfrog Group

The Leapfrog Group is a nonprofit watchdog organization that serves as a voice for health care consumers and purchasers, using their collective influence to foster positive change in U.S. health care. Leapfrog is the nation’s premier advocate of transparency in health care—collecting, analyzing and disseminating data to inform value-based purchasing and improved decision-making.

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