



Organizations that have achieved
The Gold Seal of Approval® from
The Joint Commission®



Quality Report



Quality Report



The William W. Backus Hospital

HCO ID: 5687

326 Washington Street

Norwich, CT, 06360

(860) 823-6399

www.backushospital.org

Summary of Quality Information

Accreditation Programs

[View Accreditation History](#)



[Behavioral Health Care and Human Services](#)

Accreditation Decision

[Accredited](#)

Effective Date

10/17/2018

Last Full Survey Date

4/28/2022

Last On-Site Survey Date

4/28/2022



[Hospital](#)

Accreditation Decision

[Accredited](#)

Effective Date

2/17/2022

Last Full Survey Date

4/29/2022

Last On-Site Survey Date

4/29/2022

Advanced Certification Programs

[View Certification History](#)



[Advanced Total Hip and Total Knee Replacement](#)

Certification Decision
[Certification](#)

Effective Date
5/19/2022

Last Full Survey Date
4/20/2022

Last On-Site Survey Date
4/20/2022



[Primary Stroke Center](#)

Certification Decision
[Certification](#)

Effective Date
4/24/2021

Last Full Survey Date
4/23/2021

Last On-Site Survey Date
4/23/2021

Sites

Backus Health Center-Colchester

163 Broadway
Colchester, CT, 06415

Available Services

- Outpatient Clinics (Outpatient)

Backus Hospital- Dr. Sultan Ahamed Radiation Therapy Center

330 Washington Street
Norwich, CT, 06360

Available Services

- Outpatient Clinics (Outpatient)

Backus Outpatient Care Center

111 Salem Turnpike
Norwich, CT, 06360

Available Services

- Outpatient Clinics (Outpatient)
- Perform Invasive Procedure (Outpatient)

Hartford HealthCare Health Center Pawcatuck/Stonington

350 Liberty Street
Pawcatuck, CT, 06379

Available Services

- Outpatient Clinics (Outpatient)

Hartford Healthcare Rehabilitation Network

100 Perkins Farm Drive, Suite 201, Mystic, Connecticut
Mystic, CT, 06355

Available Services

- Outpatient Clinics (Outpatient)
-

Plainfield Emergency Care Center

582 Norwich Road
Plainfield, CT, 06374

Available Services

- Administration of High Risk Medications (Outpatient)
- Anesthesia (Outpatient)
- Perform Invasive Procedure (Outpatient)

Other Clinics/Practices Located at This Site:

- Plainfield Emergency Care Center Radiology

William W Backus Hospital-Waterford Family Health Center

196 Parkway South
Waterford, CT, 06385

Available Services

- Administration of Blood Product (Outpatient)
 - Administration of High Risk Medications (Outpatient)
 - Outpatient Clinics (Outpatient)
-

William W. Backus Hospital

326 Washington Street
Norwich, CT, 06360

Available Services

- Behavioral Health (Day Programs - Adult)
- Behavioral Health (Non 24 Hour Care - Adult)
- Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult)
- Behavioral Health (Partial Hospitalization - Adult)
- Cardiac Catheterization Lab (Surgical Services)
- CT Scanner (Imaging/Diagnostic Services)
- Ear/Nose/Throat Surgery (Surgical Services)
- EEG/EKG/EMG Lab (Imaging/Diagnostic Services)
- Gastroenterology (Surgical Services)
- GI or Endoscopy Lab (Imaging/Diagnostic Services)
- Gynecological Surgery (Surgical Services)
- Hazardous Medication Compounding (Inpatient)
- Inpatient Unit (Inpatient)
- Interventional Radiology (Imaging/Diagnostic Services)
- Labor & Delivery (Inpatient)
- Magnetic Resonance Imaging (Imaging/Diagnostic Services)
- Medical /Surgical Unit (Inpatient)
- Medical ICU (Intensive Care Unit)
- Neurosurgery (Surgical Services)
- Normal Newborn Nursery (Inpatient)
- Nuclear Medicine (Imaging/Diagnostic Services)
- Ophthalmology (Surgical Services)
- Orthopedic Surgery (Surgical Services)
- Plastic Surgery (Surgical Services)
- Positron Emission Tomography (PET) (Imaging/Diagnostic Services)
- Post Anesthesia Care Unit (PACU) (Inpatient)
- Sterile Medication Compounding (Inpatient)
- Teleradiology (Imaging/Diagnostic Services)
- Thoracic Surgery (Surgical Services)
- Ultrasound (Imaging/Diagnostic Services)
- Urology (Surgical Services)
- Vascular Surgery (Surgical Services)

Certification Programs

- Advanced Total Hip and Total Knee Replacement
 - Primary Stroke Center
-

William W. Backus Hospital - Rehabilitation Network

42 Town Street
Norwich, CT, 06360

Available Services

- Outpatient Clinics (Outpatient)

William W. Backus Hospital- HHC Health Center Plainfield

584 Norwich Road
Plainfield, CT, 06374

Available Services

- Administration of Blood Product (Outpatient)
- Administration of High Risk Medications (Outpatient)
- Hazardous Medication Compounding (Outpatient)
- Outpatient Clinics (Outpatient)

William W. Backus Hospital- Mobile Health Resource Center

326 Washington Street
Norwich, CT, 06360

Available Services

- Outpatient Clinics (Outpatient)

William W. Backus Hospital-Clinics at 107 Lafayette Street

107 Lafayette Street
Norwich, CT, 06360

Available Services

- Single Specialty Practitioner (Outpatient)







Cooperative Agreements

Hospital - Accredited by [American College of Surgeons-Commission on Cancer \(ACoS-COC\)](#)

National Patient Safety Goals and National Quality Improvement Goals

Show Keys +

Symbol Key

-  This organization achieved the best possible results
-  This organization's performance is above the target range/value
-  This organization's performance is similar to the target range/value
-  This organization's performance is below the target range/value
-  This measure is not applicable for this organization
-  Not displayed

Measures Footnote Key

1. The measure or measure set was not reported.
2. The measure set does not have an overall result.
3. The number is not enough for comparison purposes.
4. The measure meets the Privacy Disclosure Threshold rule.
5. The organization scored above 90% but was below most other organizations.
6. The measure results are not statistically valid.
7. The measure results are based on a sample of patients.
8. The number of months with measure data is below the reporting requirement.
9. The measure results are temporarily suppressed pending resubmission of updated data.
10. Test Measure: a measure being evaluated for reliability of the individual data elements or awaiting National Quality Forum Endorsement.
11. There were no eligible patients that met the denominator criteria.

The Joint Commission only reports measures endorsed by the [National Quality Forum](#).

* This information can also be viewed at [Hospital Compare](#).

** Indicates per 1000 hours of patient care.

*** The measure was not in effect for this quarter.

— Null value or data not displayed.

Behavioral Health Care and Human Services

2018 National Patient Safety Goals

Nationwide Comparison: 

Statewide Comparison: 

Hospital

2022 National Patient Safety Goals

Nationwide Comparison: 

Statewide Comparison: 

Reporting Period: April 2020 - March 2021

National Quality Improvement Goals:

Perinatal Care

National Comparison:  2

Statewide Comparison:  2

New Changes to Quarterly Measure

Download Quarterly Measure Results

The Joint Commission only reports measures endorsed by the [National Quality Forum](#).

* State results are not calculated for the National Patient Safety Goals.