Quality Check®

Texas Health Presbyterian Hospital Plano

6200 West Parker Road, Plano, TX

Org ID: 4989

Accreditation Quality Report

The Joint Commission

Version: 7

Date: 8/26/2021

Welcome to the Joint Commission's Quality Report. We know how important reliable information is to you and your family when making health care decisions. This Quality Report will help you make the right decisions to meet your needs. Since 1951, the Joint Commission has been the national leader in setting standards for health care organizations. When a health care organization seeks accreditation, it demonstrates commitment to giving safe, high quality health care and to continually working to improve that care.

The Quality Report is only one way to determine whether a health care organization can meet your needs. Discuss this report with your doctor or with other professional acquaintances before making a care decision. In addition to the accreditation status of the organization, the Quality Report uses checks, pluses, and minuses in each of the following key areas to help you compare a health care organization with similar accredited organizations.

- National Patient Safety Goals - safety guidelines that target the prevention of medical errors such as surgery on the wrong side of the body and safe medication use.
- National Quality Improvement Goals - measures the care of patients with specific conditions such as heart failure or pregnancy.

Not all measures are relevant to or available for all types of health care organizations. The Joint Commission will add relevant measures of health care quality as more measures become available. Your comments are just as important to us. The content and format of the Quality Report will be updated from time to time based on changes in the health care industry and your suggestions. Please call Customer Service at 630-792-5800 or e-mail the Joint Commission at qualityreport@jointcommission.org with your comments and suggestions.



Summary of Quality Information

Symbol Key

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Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
Behavioral Health Care and Human Services	Accredited	12/7/2017	12/6/2017	12/6/2017
Hospital	Accredited	12/9/2017	12/8/2017	12/8/2017

Accreditation programs recognized by the Centers for Medicare and Medicaid Services (CMS)

Hospital

Advanced Certification Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
Primary Heart Attack Center	Certification	1/30/2021	1/29/2021	1/29/2021
Certified Programs	**Certification Decision**	**Effective Date**	**Last Full Review Date**	**Last On-Site Review Date**
Joint Replacement - Hip	Certification	1/29/2020	1/28/2020	1/28/2020
Joint Replacement - Knee	Certification	1/29/2020	1/28/2020	1/28/2020

Other Accredited Programs/Services

• Hospital (Accredited by American College of Surgeons-Commission on Cancer (ACoS-COC))

Special Quality Awards

2015 Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
2012 Hospital Magnet Award

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Behavioral Health Care and Human Services	**2017National Patient Safety Goals**	✓	N/A *
Hospital	**2017National Patient Safety Goals**	✓	N/A *

NQF The Joint Commission only reports measures endorsed by the National Quality Forum.



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	Compared to other Joint Commission Accredited Organizations	
	Nationwide	Statewide
National Quality Improvement Goals:		
Reporting Period: Jan 2019 - Dec 2019		
Emergency Department	N/D [2]	N/D [2]
Perinatal Care	N/D [2]	N/D [2]

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Locations of Care

* Primary Location

Locations of Care	Available Services
Plano Pediatric Imaging Center 7000 West Plano Parkway, Suite 120 Plano, TX 75093	**Services:** • Anesthesia (Outpatient) • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
Sue A. DeMille Women's Diagnostics Center 6020 West Parker Rd., Suite 110 Plano, TX 75093	**Services:** • Outpatient Clinics (Outpatient) • Perform Invasive Procedure (Outpatient)
Texas Health Behavioral Health Center Allen 1105 N. Central Expressway, Medical Building 2, Suite 2310 Allen, TX 75013	**Services:** • Behavioral Health (Day Programs - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) • Family Support (Non 24 Hour Care)
Texas Health Behavioral Health Center Frisco 5858 Main Street, Suite 101 Frisco, TX 75034	**Services:** • Addiction Services/Adult) (Non-detox - Adult) • Behavioral Health (Day Programs - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) • Chemical Dependency (Day Programs - Adult) (Partial Hospitalization - Adult) (Non-detox - Adult) • Family Support (Non 24 Hour Care)
Texas Health Behavioral Health Center Prosper 1970 West University Drive, Suite 201 Prosper, TX 75078	**Services:** • Behavioral Health (Day Programs - Adult) (Partial Hospitalization - Adult) • Family Support (Non 24 Hour Care)
Texas Health Behavorial Health Center Richardson 3661 North Plano Road, Suite 2100 Richardson, TX 75082	**Services:** • Addiction Services/Adult/Child/Youth) (Non-detox - Adult) • Behavioral Health (Day Programs - Adult) (Partial Hospitalization - Adult) • Chemical Dependency (Day Programs - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) (Non-detox - Adult) • Family Support (Non 24 Hour Care)
Texas Health Neighborhood Care and Wellness Center Prosper 1970 West University Drive Prosper, TX 75078	**Services:** • Administration of Blood Product (Outpatient) • Administration of High Risk Medications (Outpatient) • Anesthesia (Outpatient) • Perform Invasive Procedure (Outpatient)



Locations of Care

*** Primary Location**

Locations of Care	Available Services
Texas Health Presbyterian Hospital Plano * 6200 West Parker Road Plano, TX 75093	**Joint Commission Advanced Certification Programs:** • Primary Heart Attack Center **Joint Commission Certified Programs:** • Joint Replacement - Hip • Joint Replacement - Knee **Services:** • Cardiac Catheterization Lab (Surgical Services) • Cardiac Surgery (Surgical Services) • Cardiothoracic Surgery (Surgical Services) • CT Scanner (Imaging/Diagnostic Services) • Dialysis Unit (Inpatient) • 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) • Gynecology (Inpatient) • Hazardous Medication Compounding (Inpatient) • Hematology/Oncology Unit (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) • Neuro/Spine Unit (Inpatient) • Neurosurgery (Surgical Services) • Non-Sterile Medication Compounding (Inpatient) • Normal Newborn Nursery (Inpatient) • Nuclear Medicine (Imaging/Diagnostic Services) • Ophthalmology (Surgical Services) • Orthopedic Surgery (Surgical Services) • Orthopedic/Spine Unit (Inpatient) • Outpatient Clinics (Outpatient) • Plastic Surgery (Surgical Services) • Post Anesthesia Care Unit (PACU) (Inpatient) • Sterile Medication Compounding (Inpatient) • Surgical ICU (Intensive Care Unit) • Surgical Unit (Inpatient) • Thoracic Surgery (Surgical Services) • Ultrasound (Imaging/Diagnostic Services) • Urology (Surgical Services) • Vascular Surgery (Surgical Services)



Locations of Care

*** Primary Location**

Locations of Care	Available Services
Texas Health Seay Behavioral Health Hospital 6110 W. Parker Road Plano, TX 75093	**Services:** • Addiction Services/Adult) (Non-detox - Adult) (Detox/Non-detox - Adult) • Behavioral Health (Day Programs - Adult/Child/Youth) (24-hour Acute Care/Crisis Stabilization - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) • Chemical Dependency (Day Programs - Adult) (24-hour Acute Care/Crisis Stabilization - Adult) (Partial Hospitalization - Adult) (Non-detox - Adult) (Detox/Non-detox - Adult) • Family Support (Non 24 Hour Care)
Texas Health Sports Medicine Frisco 9200 World Cup Way, Suite 201 Frisco, TX 75033	**Services:** • Outpatient Clinics (Outpatient)



2017 National Patient Safety Goals

Symbol Key

- The organization has met the National Patient Safety Goal.
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Behavioral Health Care and Human Services

Safety Goals	Organizations Should	Implemented
Improve the accuracy of the identification of individuals served.	Use of Two Identifiers	✓
Improve the safety of using medications.	Reconciling Medication Information	✓
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	✓
The organization identifies safety risks inherent in the population of the individuals it serves.	Identifying Individuals at Risk for Suicide	✓



2017 National Patient Safety Goals

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Hospital

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	✓
	Eliminating Transfusion Errors	✓
Improve the effectiveness of communication among caregivers.	Timely Reporting of Critical Tests and Critical Results	✓
Improve the safety of using medications.	Labeling Medications	✓
	Reducing Harm from Anticoagulation Therapy	✓
	Reconciling Medication Information	✓
Reduce the harm associated with clinical alarm systems.	Use Alarms Safely on Medical Equipment	✓
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	✓
	Preventing Multi-Drug Resistant Organism Infections	✓
	Preventing Central-Line Associated Blood Stream Infections	✓
	Preventing Surgical Site Infections	✓
	Preventing Catheter-Associated Urinary Tract Infection	✓
The organization identifies safety risks inherent in its patient population.	Identifying Individuals at Risk for Suicide	✓
Universal Protocol	Conducting a Pre-Procedure Verification Process	✓
	Marking the Procedure Site	✓
	Performing a Time-Out	✓



National Quality Improvement Goals

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Measure Area	Explanation	Compared to other Joint Commission Accredited Organizations: Nationwide	Compared to other Joint Commission Accredited Organizations: Statewide
Emergency Department	This category of evidence based measures assesses the time patients remain in the hospital Emergency Department prior to inpatient admission.	N/D 2	N/D 2

Measure	Explanation	Hospital Results	Compared to other Joint Commission Accredited Organizations: Nationwide: Top 10% Scored at Most:	Nationwide: Weighted Median:	Statewide: Top 10% Scored at Most:	Statewide: Weighted Median:
Admit Decision Time to ED Departure Time for Admitted Patients	The amount of time (in minutes) it takes from the time the physician decides to admit a patient into the hospital from the Emergency Department until the patient actually leaves the ED to go to the inpatient unit.	N/D 2 140.00 minutes 652 eligible Patients	55.00	133.00	57.00	118.11

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		Compared to other Joint Commission Accredited Organizations	
Measure Area	Explanation	Nationwide	Statewide
Perinatal Care	This category of evidenced based measures assesses the care of mothers and newborns.	N/D 2	N/D 2

			Compared to other Joint Commission Accredited Organizations			
			Nationwide		Statewide	
Measure	Explanation	Hospital Results	Top 10% Scored at Least:	Average Rate:	Top 10% Scored at Least:	Average Rate:
Antenatal Steroids	This measure reports the overall number of mothers who were at risk of preterm delivery at 24-32 weeks gestation receiving antenatal steroids prior to delivering preterm newborns. Antenatal steroids are steroids given before birth.	96% of 26 eligible Patients	100%	98%	100%	98%
Cesarean Birth	This measure reports the number of first-time moms with a full-term, single baby in a head-down position who delivered the baby by cesarean section.	35% of 326 eligible Patients	12%	25%	15%	27%
Elective Delivery	This measure reports the overall number of mothers who had elective vaginal deliveries or elective cesarean sections at equal to and greater than 37 weeks gestation to less than 39 weeks gestation. An elective delivery is the delivery of a newborn(s) when the mother was not in active labor or presented with spontaneous ruptured membranes prior to medical induction and/or cesarean section.	9% of 105 eligible Patients	0%	2%	0%	2%
Exclusive Breast Milk Feeding	This measure reports the overall number of newborns who are exclusively breast milk fed during the newborns entire hospitalization. Exclusive breast milk feeding is when a newborn receives only breast milk and no other liquids or solids except for drops or syrups consisting of vitamins, minerals, or medicines.	51% of 457 eligible Patients	73%	51%	61%	44%
Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate	The moderate rate equals the number of patients with moderate complications.	N/D 10 1259.00 minutes 3335 eligible Patients				

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Perinatal Care	This category of evidenced based measures assesses the care of mothers and newborns.	N/D 2	N/D 2

Measure	Explanation	Hospital Results	Compared to other Joint Commission Accredited Organizations: Nationwide Top 10% Scored at Least:	Nationwide Average Rate:	Statewide Top 10% Scored at Least:	Statewide Average Rate:
Unexpected Complications in Term Newborns per 1000 livebirths - Overall Rate	This measure looks at the number of full-term single babies with a normal birth weight and with no preexisting conditions, these are babies that are expected to do well and routinely go home with the mother.	N/D 10 1949.00 minutes 3335 eligible Patients				
Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate	The severe rate equals the number of patients with severe complications.	N/D 10 689.00 minutes 3335 eligible Patients				

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