



Accreditation Quality Report





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

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| Accreditation Programs | Accreditation Decision | Effective Date | Last Full Survey Date | Last On-Site Survey Date |
|------------------------|------------------------|----------------|-----------------------|--------------------------|
| Home Care | Accredited | 2/9/2019 | 2/8/2019 | 2/8/2019 |
| Hospital | Accredited | 2/9/2019 | 2/8/2019 | 3/25/2019 |
| Laboratory | Accredited | 9/26/2020 | 9/25/2020 | 9/25/2020 |

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

Pathology and Clinical Laboratory

Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS)

BMC Outpatient Pharmacy

850 Harrison Avenue, Boston, MA. 02118-4072

BMC Outpatient Pharmacy -DOB

720 Harrison Ave, Boston, MA. 02118

BMC Pharmacy at Codman Square

637 Washington Street, Dorchester Center, MA. 02124

Corner Stone Health Solutions

41 Teed Drive, Randolph, MA. 02368

BMC Pharmacy at Shapiro

725 Albany Street, Boston, MA. 02118

Hospital

| Advanced Certification Programs | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
|--------------------------------------|------------------------|----------------|-----------------------|--------------------------|
| Advanced Comprehensive Stroke Center | Certification | 5/25/2018 | 3/20/2018 | 3/20/2018 |

Other Accredited Programs/Services

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

Special Quality Awards

2015 ACS National Surgical Quality Improvement Program

2015 Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program







2012 Silver - The Medal of Honor for Organ Donation

2010 Silver - The Medal of Honor for Organ Donation



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| | | Compared to other Joint Commission Accredited Organizations | |
|--|---|--|--|
| | | Nationwide | Statewide |
| Home Care | 2019 National Patient Safety Goals |  |  * |
| Hospital | 2019 National Patient Safety Goals |  |  * |
| National Quality Improvement Goals: | | | |
| Reporting Period: | Emergency Department |  ² |  ² |
| Jan 2019 - Dec 2019 | Immunization |  ² |  ² |
| | Perinatal Care |  ² |  ² |



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



Boston Medical Center Corporation

DBA: Boston Medical Center,
One Boston Medical Center Place, Boston, MA

Org ID: 5515



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|---|--|
| BMC Outpatient Pharmacy 850 Harrison Avenue Boston, MA 02118-4072 | Services: <ul style="list-style-type: none"> Blood Glucose Monitors (non-mail order) Durable Medical Equipment |
| BMC Outpatient Pharmacy -DOB 720 Harrison Ave Boston, MA 02118 | Services: <ul style="list-style-type: none"> Blood Glucose Monitors (non-mail order) Durable Medical Equipment |
| BMC Pharmacy at Codman Square 637 Washington Street Dorchester Center, MA 02124 | Services: <ul style="list-style-type: none"> Blood Glucose Monitors (mail order) Durable Medical Equipment Supplies |
| BMC Pharmacy at Shapiro 725 Albany Street Boston, MA 02118 | Services: <ul style="list-style-type: none"> Blood Glucose Monitors (non-mail order) Durable Medical Equipment |
| BMC Radiology at Mattapan Community Health Center 1575 Blue Hill Avenue Mattapan, MA 02126 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| BMC Radiology at Ryan Center Boston University 915 Commonwealth Ave, 1st Floor Boston, MA 02115 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| BMC Radiology at Upham's Corner Health Center 415 Columbia Rd, 2nd Floor Dorchester, MA 02125 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| BMC Radiology at Whittier Health Center 1290 Tremont St., 1st Floor Boston, MA 02120 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| BMC Rehabilitation Services Physical & Occupational Therapy 892 River St Hyde Park, MA 02136 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| Boston Medical Center Department of Family Medicine 7-17 Melnea Cass Blvd Boston, MA 02119 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) General Laboratory Tests Outpatient Clinics (Outpatient) |



Locations of Care

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| Locations of Care | Available Services |
|---|---|
| Boston Medical Center Corporation * DBA: Boston Medical Center One Boston Medical Center Place Boston, MA 02118 | Joint Commission Advanced Certification Programs: <ul style="list-style-type: none"> Advanced Comprehensive Stroke Center Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Brachytherapy (Imaging/Diagnostic Services) Cardiac Catheterization Lab (Surgical Services) Cardiac Surgery (Surgical Services) Cardiothoracic Surgery (Surgical Services) Coronary Care Unit (Inpatient) 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) Home Health, Non-Hospice Services 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 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) Outpatient Clinics (Outpatient) Pediatric Unit (Inpatient) Plastic Surgery (Surgical Services) Positron Emission Tomography (PET) (Imaging/Diagnostic Services) Post Anesthesia Care Unit (PACU) (Inpatient) Radiation Oncology (Imaging/Diagnostic Services) Sleep Laboratory (Sleep Laboratory) Sterile Medication Compounding (Inpatient) Surgical ICU (Intensive Care Unit) Surgical Unit (Inpatient) Thoracic Surgery (Surgical Services) Transplant Surgery (Surgical Services) Ultrasound (Imaging/Diagnostic Services) Urology (Surgical Services) Vascular Surgery (Surgical Services) |



Locations of Care

* Primary Location

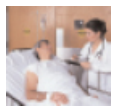
| Locations of Care | Available Services |
|---|--|
| Boston Medical Center Corporation DBA: Greater Roslindale Medical and Dental Center 4199 Washington St. Roslindale, MA 02131 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) General Laboratory Tests Outpatient Clinics (Outpatient) |
| Boston Medical Center-Crosstown 801 Massachusetts Ave Boston, MA 02118 | Services: <ul style="list-style-type: none"> General Laboratory Tests Outpatient Clinics (Outpatient) |
| Codman Square Health Center 637 Washington Street Dorchester, MA 02124 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Family Support (Non 24 Hour Care) General Laboratory Tests Outpatient Clinics (Outpatient) Peer Support (Non 24 Hour Care) |
| Corner Stone Health Solutions 41 Teed Drive Randolph, MA 02368 | Services: <ul style="list-style-type: none"> Blood Glucose Monitors (mail order) Durable Medical Equipment Supplies |
| DotHouse Health 1353 Dorchester Avenue Boston, MA 02122 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) General Laboratory Tests Outpatient Clinics (Outpatient) Toxicology |
| East Boston High School - School Based Health Center 86 White Street East Boston, MA 02128 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) General Laboratory Tests Outpatient Clinics (Outpatient) |
| East Boston Neighborhood Health Center DBA: South End Community Health Center 1601 Washington St. Boston, MA 02118 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Outpatient Clinics (Outpatient) |
| East Boston Neighborhood Health Center DBA: South End Community Health Center - Dr. Gerald Hess Center 400 Shawmut Ave Boston, MA 02118 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Outpatient Clinics (Outpatient) |



Locations of Care




* Primary Location

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|--|--|
| East Boston Neighborhood Health Center 10 Gove Street Boston, MA 02128 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) General Laboratory Tests Outpatient Clinics (Outpatient) |
| East Boston Neighborhood Health Center 20 Maverick Square East Boston, MA 02128 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) General Laboratory Tests Outpatient Clinics (Outpatient) |
| East Boston Neighborhood Health Center 79 Paris Street Boston, MA 02128 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) General Laboratory Tests Outpatient Clinics (Outpatient) |
| South Boston Community Health Center 386 West Broadway South Boston, MA 02127 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) |
| South Boston Community Health Center (Primary) 409 West Broadway South Boston, MA 02127 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) General Laboratory Tests Outpatient Clinics (Outpatient) |
| South Boston Community Health Center Seaport 505 Congress Street Boston, MA 02210 | Services: <ul style="list-style-type: none"> General Laboratory Tests Outpatient Clinics (Outpatient) |
| TechBoston Academy School Health Center 9 Peacevale Road Dorchester, MA 02124 | Services: <ul style="list-style-type: none"> General Laboratory Tests Outpatient Clinics (Outpatient) |
| Winthrop Community Health Center 17 Main Street Winthrop, MA 02152 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) General Laboratory Tests Outpatient Clinics (Outpatient) |








2019 National Patient Safety Goals

Symbol Key

-  The organization has met the National Patient Safety Goal.
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For further information and explanation of the Quality Report contents, refer to the "Quality Report User Guide."

Home Care

| Safety Goals | Organizations Should | Implemented |
|--|---|---|
| Improve the accuracy of patient identification. | Use of Two Patient Identifiers |  |
| Improve the safety of using medications. | Reconciling Medication Information |  |
| Reduce the risk of health care-associated infections. | Meeting Hand Hygiene Guidelines |  |
| Reduce the risk of patient harm resulting from falls. | Implementing a Fall Reduction Program |  |
| The organization identifies safety risks inherent in its patient population. | Identifying Risks Associated with Home Oxygen |  |



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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 Infections that are difficult to treat |  |
| | 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

Reporting Period: January 2019 - December 2019

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Compared to other Joint
Commission

Accredited Organizations

| Measure Area | Explanation | Nationwide | Statewide |
|----------------------|---|------------|-----------|
| Emergency Department | This category of evidence based measures assesses the time patients remain in the hospital Emergency Department prior to inpatient admission. | 2 | 2 |

Compared to other Joint Commission
Accredited Organizations

| Measure | Explanation | Hospital Results | Compared to other Joint Commission Accredited Organizations | | | |
|--|---|--|---|------------------|-------------------------|------------------|
| | | | Nationwide | | Statewide | |
| | | | Top 10% Scored at Most: | Weighted Median: | Top 10% Scored at Most: | 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. | 2 312.00 minutes 689 eligible Patients | 55.00 | 133.00 | 80.78 | 157.33 |
| Median Time from ED Arrival to ED Departure for Admitted ED Patients | The amount of time (in minutes) from the time the patient arrives in the Emergency Department until the patient is admitted as an inpatient into the hospital. | 2 432.00 minutes 690 eligible Patients | 200.00 | 350.00 | 307.20 | 363.84 |



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National Quality Improvement Goals

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Compared to other Joint
Commission

Accredited Organizations

| Measure Area | Explanation | Nationwide | Statewide |
|--------------|--|---|---|
| Immunization | This evidence-based prevention measure set assesses immunization activity for pneumonia and influenza. |  2 |  2 |

Compared to other Joint Commission
Accredited Organizations

| Measure | Explanation | | | | | |
|------------------------|---|---|--|------------------|---|------------------|
| | | Hospital Results | Nationwide Top 10% Scored at Least: | Average Rate: | Statewide Top 10% Scored at Least: | Average Rate: |
| Influenza Immunization | This prevention measure addresses acute care hospitalized inpatients age 6 months and older who were screened for seasonal influenza immunization status and were vaccinated prior to discharge if indicated. |  99% of 555 eligible Patients | 99% | 92% | 99% | 96% |



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Accredited Organizations

| Measure Area | Explanation | Nationwide | Statewide |
|----------------|--|------------|-----------|
| Perinatal Care | This category of evidenced based measures assesses the care of mothers and newborns. | 2 | 2 |

Compared to other Joint Commission
Accredited Organizations

| Measure | Explanation | Hospital Results | Compared to other Joint Commission Accredited Organizations | | | |
|---|---|---|---|---------|--------------------------|---------|
| | | | Nationwide | Average | Statewide | Average |
| | | | Top 10% Scored at Least: | Rate: | Top 10% Scored at Least: | 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. | 100% of 29 eligible Patients | 100% | 98% | 100% | 97% |
| 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. | 20% of 395 eligible Patients | 12% | 25% | 13% | 25% |
| 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. | 0% of 64 eligible Patients | 0% | 2% | 0% | 1% |
| 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. | 42% of 428 eligible Patients | 73% | 51% | 71% | 49% |
| Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate | The moderate rate equals the number of patients with moderate complications. | 2167.00 minutes 2030 eligible Patients | | | | |



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Compared to other Joint Commission
Accredited Organizations

| Measure | Explanation | Hospital Results | Compared to other Joint Commission Accredited Organizations | | | |
|--|---|---|--|------------------|--------------------------------|------------------|
| | | | Nationwide | Average Rate: | 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. | 3399.00 minutes 2030 eligible Patients | Top 10% Scored at Least: | | Top 10% Scored at Least: | |
| Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate | The severe rate equals the number of patients with severe complications. | 1231.00 minutes 2030 eligible Patients | | | | |



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