



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

Symbol Key

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Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
Home Care	Accredited	4/28/2022	4/27/2022	4/27/2022
Hospital	Accredited	4/30/2022	4/29/2022	4/29/2022
Laboratory	Accredited	6/4/2022	6/3/2022	6/3/2022

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	4/1/2021	11/18/2022	11/18/2022

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	2022National Patient Safety Goals		*
Hospital	2022National Patient Safety Goals		*
Reporting Period: Apr 2020 - Mar 2021	National Quality Improvement Goals:		
	Perinatal Care	²	²
Laboratory	2022National Patient Safety Goals		*



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



Locations of Care

* Primary Location

Locations of Care	Available Services
BMC Brockton Behavior Health Center 34 North Pearl Street, 2nd and 3rd Floor Brockton, MA 02301	Services: <ul style="list-style-type: none"> Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult) Chemical Dependency (Residential Care - Adult) (Non-detox - Adult) General Laboratory Tests
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 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 - TCC and SCC Units 891 Massachusetts Ave Boston, MA 02118	Services: <ul style="list-style-type: none">• Outpatient Clinics (Outpatient)



Locations of Care

* Primary Location

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

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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) General Laboratory Tests 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) General Laboratory Tests Outpatient Clinics (Outpatient)



Locations of Care




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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 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 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)
East Boston Neighborhood Health Center - SEF 10 Gove Street Boston, MA 02118	Services: <ul style="list-style-type: none"> Other
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)








2022 National Patient Safety Goals

Symbol Key

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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	
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	
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: April 2020 - March 2021

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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.	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:
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.		16%	25%	18%	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 37 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.	 32% of 454 eligible Patients	71%	50%	73%	47%
Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate	The moderate rate equals the number of patients with moderate complications.	 2707% of 1736 eligible Patients	212%	1780%	1030%	1974%
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.	 3859% of 1736 eligible Patients	1508%	3084%	2137%	3366%



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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 - Severe Rate	The severe rate equals the number of patients with severe complications.	 1152% of 1736 eligible Patients	Top 10% Scored at Least:	1303%	Top 10% Scored at Least:	1392%



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Laboratory

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Improve the accuracy of patient identification.	Use of Two Patient Identifiers	
Improve the effectiveness of communication among caregivers.	Timely Reporting of Critical Tests and Critical Results	
Reduce the risk of health care-associated infections	Meeting Hand Hygiene Guidelines	