

# Accreditation Quality Report

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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](mailto:qualityreport@jointcommission.org) with your comments and suggestions.

Mark R. Chassin, MD, MPP, MPH  
President of the Joint Commission



## Summary of Quality Information



### Symbol Key

-  This organization achieved the best possible results.
-  This organization's performance is above the target range/value.
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Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
 Home Care	Accredited	7/15/2016	6/27/2019	6/27/2019
 Hospital	Accredited	8/20/2016	6/28/2019	8/5/2019

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

Hospital





Certified Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
 Joint Replacement - Hip	Certification	4/24/2019	4/23/2019	4/23/2019
 Joint Replacement - Knee	Certification	4/24/2019	4/23/2019	4/23/2019

### Other Accredited Programs/Services

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

### Special Quality Awards

2014 Top Performer on Key Quality Measures®  
 2013 Top Performer on Key Quality Measures®  
 2012 Top Performer on Key Quality Measures®  
 2015 Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program  
 2015 Silver Get With The Guidelines - Resuscitation  
 2013 Gold Plus Get With The Guidelines - Stroke  
 2012 ACS National Surgical Quality Improvement Program

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Home Care	2016National Patient Safety Goals		 *
Hospital	2017National Patient Safety Goals		 *



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### Compared to other Joint Commission Accredited Organizations

#### Nationwide

#### Statewide

### National Quality Improvement Goals:

Reporting Period:  
Apr 2018 -  
Mar 2019

Emergency Department

 <sup>2</sup>

 <sup>2</sup>

Immunization

 <sup>2</sup>

 <sup>2</sup>

Perinatal Care

 <sup>2</sup>

 <sup>2</sup>



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Locations of Care

* Primary Location	
Locations of Care	Available Services
<b>510 Medical Practice Building</b> 510 North Street Pittsfield, MA 01201	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"><li>BMC Audiology &amp; Hearing Center</li></ul> <b>Services:</b> <ul style="list-style-type: none"><li>Single Specialty Practitioner (Outpatient)</li></ul>
<b>Berkshire Internists of BMC</b> 777 North St. Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"><li>Single Specialty Practitioner (Outpatient)</li></ul>



## Locations of Care

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<b>Berkshire Medical Center *</b> DBA: Berkshire Medical Center 725 North Street Pittsfield, MA 01201	<b>Joint Commission Certified Programs:</b> <ul style="list-style-type: none"> <li>• Joint Replacement - Hip</li> <li>• Joint Replacement - Knee</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Behavioral Health (Day Programs - Adult) (24-hour Acute Care/Crisis Stabilization - Adult) (Partial - Adult)</li> <li>• Brachytherapy (Imaging/Diagnostic Services)</li> <li>• Cardiac Catheterization Lab (Surgical Services)</li> <li>• Chemical Dependency (24-hour Acute Care/Crisis Stabilization - Adult) (Detox - Adult)</li> <li>• CT Scanner (Imaging/Diagnostic Services)</li> <li>• Ear/Nose/Throat Surgery (Surgical Services)</li> <li>• EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li> <li>• Gastroenterology (Surgical Services)</li> <li>• GI or Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>• Gynecological Surgery (Surgical Services)</li> <li>• Inpatient Unit (Inpatient)</li> <li>• Interventional Radiology (Imaging/Diagnostic Services)</li> <li>• Labor &amp; Delivery (Inpatient)</li> <li>• Magnetic Resonance Imaging (Imaging/Diagnostic Services)</li> <li>• Medical /Surgical Unit (Inpatient)</li> <li>• Medical Detoxification (Inpatient)</li> <li>• Medical ICU (Intensive Care Unit)</li> <li>• Neurosurgery (Surgical Services)</li> <li>• Normal Newborn Nursery (Inpatient)</li> <li>• Nuclear Medicine (Imaging/Diagnostic Services)</li> <li>• Ophthalmology (Surgical Services)</li> <li>• Orthopedic Surgery (Surgical Services)</li> <li>• Orthopedic/Spine Unit (Inpatient)</li> <li>• Outpatient Clinics (Outpatient)</li> <li>• Pediatric Unit (Inpatient)</li> <li>• Peer Support (Non 24 Hour Care)</li> <li>• Plastic Surgery (Surgical Services)</li> <li>• Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>• Radiation Oncology (Imaging/Diagnostic Services)</li> <li>• Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization)</li> <li>• Surgical ICU (Intensive Care Unit)</li> <li>• Surgical Unit (Inpatient)</li> <li>• Teleradiology (Imaging/Diagnostic Services)</li> <li>• Thoracic Surgery (Surgical Services)</li> <li>• Ultrasound (Imaging/Diagnostic Services)</li> <li>• Urology (Surgical Services)</li> <li>• Vascular Surgery (Surgical Services)</li> </ul>



## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>Berkshire OB/GYN at Berkshire Medical Center</b> DBA: Berkshire Medical Center 777 North St. Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>• Perform Invasive Procedure (Outpatient)</li> <li>• Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Berkshire OB/GYN of BMC</b> 55 Pittsfield Rd. Lenox, MA 01240	<b>Services:</b> <ul style="list-style-type: none"> <li>• Perform Invasive Procedure (Outpatient)</li> <li>• Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Berkshire Osteopathic Health of BMC</b> 2 Park St. Adams, MA 01220	<b>Services:</b> <ul style="list-style-type: none"> <li>• Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Berkshire Surgical Services at BMC</b> 777 North St. Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>• Perform Invasive Procedure (Outpatient)</li> <li>• Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Berkshire Visiting Nurses Association</b> DBA: Berkshire Visiting Nurses Association 165 Tor Court Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>• Home Health Aides</li> <li>• Home Health, Non-Hospice Services</li> <li>• Medical Social Services</li> <li>• Occupational Therapy</li> <li>• Personal Care/Support Non-Hospice</li> <li>• Physical Therapy</li> <li>• Skilled Nursing Services</li> <li>• Speech Language Pathology</li> </ul>
<b>BMC - Hillcrest Campus</b> DBA: BMC - Hillcrest Campus 165 Tor Court Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>• Administration of Blood Product (Outpatient)</li> <li>• Administration of High Risk Medications (Outpatient)</li> <li>• Outpatient Clinics (Outpatient)</li> </ul>
<b>BMC Hematology Oncology of BMC</b> 165 Tor Court Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>• Single Specialty Practitioner (Outpatient)</li> </ul>
<b>BMC Outpatient Imaging &amp; Testing</b> DBA: Berkshire Medical Center 610 North Street Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Outpatient)</li> </ul>
<b>BMC Vein, Wound &amp; Hyperbaric Medicine Center</b> 66 Wahconah Street Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Outpatient)</li> <li>• Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Cardiology Professional Services at BMC</b> 777 North St. Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Outpatient)</li> </ul>





## Locations of Care

### \* Primary Location

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<b>Endocrinology &amp; Metabolism at BMC</b> 777 North St. Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Gastroenterology Professional Services at BMC</b> 777 North St. Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Gynecology Services of the Berkshires of BMC</b> DBA: Gynecology Services of the Berkshires of BMC 71 Hospital Ave North Adams, MA 01247	<b>Services:</b> <ul style="list-style-type: none"> <li>Perform Invasive Procedure (Outpatient)</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Hillcrest Family Health Center at BMC</b> 631B North Street Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Kidney Disease &amp; Hypertension Center</b> 8 Conte Drive Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Dialysis (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Kidney Disease &amp; Hypertension Services of BMC</b> 71 Hospital Ave. North Adams, MA 01247	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Lenox Family Health Center</b> DBA: Lenox Family Health Center 55 Pittsfield Lenox Rd Lenox, MA 01240	<b>Services:</b> <ul style="list-style-type: none"> <li>Perform Invasive Procedure (Outpatient)</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Medical Arts Building</b> DBA: Medical Arts Building 777 North Street Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Neurology Professional Services at BMC</b> 777 North St. Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Neurosurgery Professional Services at BMC</b> 777 North St. Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>





## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>North Adams Campus of Berkshire Medical Center</b> DBA: Berkshire Medical Center Satellite 71 Hospital Ave North Adams, MA 01247	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Ambulatory Surgery</li> <li>Endoscopy</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of Blood Product (Outpatient)</li> <li>Administration of High Risk Medications (Outpatient)</li> <li>Ambulatory Surgery Center (Outpatient)</li> <li>Anesthesia (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>North County Renal Dialysis Services</b> 77 Hospital Ave North Adams, MA 01247	<b>Services:</b> <ul style="list-style-type: none"> <li>Dialysis (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>North County Specialty Practices of BMC</b> 71 Hospital Ave. North Adams, MA 01247	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>Pain Diagnosis &amp; Treatment Center at BMC</b> 777 North St. Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Physical Medicine &amp; Rehabilitation at BMC</b> 777 North St. Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Pulmonary Professional Services at BMC</b> 725 North St. Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>South Berkshire County Dialysis Center</b> DBA: South Berkshire County Dialysis Center 10 Maple Avenue Great Barrington, MA 01230	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Dialysis (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>Surgical Professional Services at BMC</b> 777 North St. Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>The Crane Center for Ambulatory Surgery</b> 24 Park Street Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Ambulatory Surgery Center (Outpatient)</li> <li>Anesthesia (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>



## Locations of Care




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<b>Urology Professional Services at BMC</b> 41 Wahconah St. Pittsfield, MA 01201	<b>Services:</b> <ul style="list-style-type: none"> <li>• Perform Invasive Procedure (Outpatient)</li> <li>• Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Williamstown Medical of BMC</b> 197 Adams Rd. Williamstown, MA 01267	<b>Services:</b> <ul style="list-style-type: none"> <li>• Single Specialty Practitioner (Outpatient)</li> </ul>
<b>Williamstown Medical of BMC</b> 71 Hospital Dr. North Adams, MA 01247	<b>Services:</b> <ul style="list-style-type: none"> <li>• Single Specialty Practitioner (Outpatient)</li> </ul>








## 2016 National Patient Safety Goals

### Symbol Key

-  The organization has met the National Patient Safety Goal.
-  The organization has not met the National Patient Safety Goal.
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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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## 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

Reporting Period: April 2018 - March 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.	 <sup>2</sup>	 <sup>2</sup>

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.	 <sup>2</sup> 112.00 minutes 759 eligible Patients	55.00	136.00	85.65	160.51
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.	 <sup>2</sup> 295.00 minutes 759 eligible Patients	201.00	338.00	268.86	340.89



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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.	 95% of 548 eligible Patients	100%	92%	99%	96%



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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		Statewide	
			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.	 100% of 3 eligible Patients	100%	98%	100%	98%
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. 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 54 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.	 67% of 606 eligible Patients	73%	52%	74%	52%



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