



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



## Summary of Quality Information


### Symbol Key

-  This organization achieved the best possible results.
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Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
 Hospital	Accredited	6/22/2019	6/21/2019	6/21/2019

### 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 Stroke Center	Certification	5/7/2019	4/5/2019	4/5/2019

### 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®
- 2012 Top Performer on Key Quality Measures®
- 2014 ACS National Surgical Quality Improvement Program
- 2012 Hospital Magnet Award

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Hospital	<b>2019 National Patient Safety Goals</b>		 *
	<b>National Quality Improvement Goals:</b>		
Reporting Period: Jan 2019 - Dec 2019	Emergency Department	 <sup>2</sup>	 <sup>2</sup>
	Perinatal Care	 <sup>2</sup>	 <sup>2</sup>



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



# White Plains Hospital Center

DBA: White Plains Hospital,  
Davis Avenue at East Post Road, White Plains, NY

Org ID: 5902



## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>Center for Cancer Care</b> DBA: Center for Cancer Care 2 Longview Avenue White Plains, NY 10601	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Breast Surgery</li> <li>Cancer and Blood Services</li> <li>Infusion Center</li> <li>Oncology and Hematology</li> <li>Radiation Therapy</li> <li>Surgical Oncology</li> <li>Westchester Thoracic</li> </ul> <hr/> <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>Hazardous Medication Compounding (Outpatient)</li> <li>High Risk Sterile Medication Compounding (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>White Plains Hospital Center *</b> DBA: White Plains Hospital Davis Avenue at East Post Road White Plains, NY 10601	<b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Primary Stroke Center</li> </ul> <b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Family Health Center</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Cardiac Catheterization Lab (Surgical Services)</li> <li>Coronary Care Unit (Inpatient)</li> <li>CT Scanner (Imaging/Diagnostic Services)</li> <li>Dialysis Unit (Inpatient)</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>Gynecology (Inpatient)</li> <li>Hazardous Medication Compounding (Inpatient)</li> <li>Hematology/Oncology Unit (Inpatient)</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 ICU (Intensive Care Unit)</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>Plastic Surgery (Surgical Services)</li> <li>Positron Emission Tomography (PET) (Imaging/Diagnostic Services)</li> <li>Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>Sleep Laboratory (Sleep Laboratory)</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>



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<b>White Plains Hospital Center Women's Imaging Center</b> DBA: Women's Imaging 90 South Ridge Street Rye Brook, NY 10573	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>
<b>White Plains Hospital Medical and Wellness</b> 99 Business Park Drive Armonk, NY 10504	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Imaging</li> <li>Urgent Care</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>White Plains Hospital MRI</b> DBA: White Plains Hospital MRI 244 Westchester Avenue White Plains, NY 10601	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>White Plains Hospital Physicians Associates</b> DBA: WPPA Plastics 12 Greenridge Ave White Plains, NY 10601	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>0</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>White Plains Hospital Physicians Associates</b> DBA: WPPA 170 Maple Ave. White Plains, NY 10601	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>WPPA 170 Maple orthopedics</li> <li>WPPA Colorectal Surgery</li> <li>WPPA EP Cardiology</li> <li>WPPA OB/GYN Partners</li> <li>WPPA Surgical Specialists</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>White Plains Hospital Physicians Associates</b> DBA: WPPA Internal Medicine and Infectious Disease 56 Doyer Avenue White Plains, NY 10601	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>White Plains Physician Associates</b> DBA: Westchester Sports and Spine 1133 Westchester Ave., White Plains West Harrison, NY 10604	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>White Plains Physician Associates</b> DBA: WPPA - Yorktown Heights 3379 Crompond Road Yorktown Heights, NY 10598	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>



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<b>White Plains Physician Associates</b> DBA: WPPA - Larchmont South 2345 Boston Post Road Larchmont, NY 10538	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>White Plains Physician Associates</b> DBA: WPPA Westchester Orthopaedic Specialists 222 Westchester Ave. White Plains, NY 10605	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>White Plains Physician Associates</b> DBA: Obstetrics & Gynecology Partners 141 South Central Avenue Hartsdale, NY 10530	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>White Plains Physician Associates</b> DBA: WPPA 311 North 311 North Street White Plains, NY 10605	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>WPPA Cardiology</li> <li>WPPA Gastroenterology</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>White Plains Physician Associates</b> DBA: WPPA 33 Davis 33 Davis Ave White Plains, NY 10601	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>WPPA Vascular</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>White Plains Physician Associates Family Medicine</b> DBA: Family Medicine 2071 Boston Post Road Larchmont, NY 10538	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>2</li> <li>none</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>White Plains Physicians Associates</b> DBA: WPPA - Southern Westchester 688 White Plains Road Scarsdale, NY 10583	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>WPH Ambulatory Surgery Center</b> DBA: WPH Ambulatory Surgery Center 226 Westchester Ave. West Harrison, NY 10604	<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>



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<b>WPH Family Health Center</b> DBA: Family Health Center 79 E. Post Road White Plains, NY 10601	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>WPPA New Rochelle</b> DBA: WPPA New Rochelle 1296 North Ave. New Rochelle, NY 10804	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>WPPA Imaging</li> <li>WPPA Primary Care</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>
<b>WPPA Ryebrook Cardiology</b> DBA: WPPA Ryebrook Cardiology 14 Rye Ridge Plaza, Suite 234 Rye Brook, NY 10573	<b>Services:</b> <ul style="list-style-type: none"> <li>Single Specialty Practitioner (Outpatient)</li> </ul>
<b>WPPA Somers</b> DBA: WPPA Somers 325 Route 100 Somers, NY 10589	<b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>





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## 2019 National Patient Safety Goals

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-  The organization has met the National Patient Safety Goal.
-  The organization has not met the National Patient Safety Goal.
-  The Goal is not applicable for this organization.

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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.	<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	Weighted	Statewide	Weighted
			Top 10% Scored at Most:	Median:	Top 10% Scored at Most:	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>  115.00 minutes 555 eligible Patients	55.00	133.00	73.38	189.71



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## National Quality Improvement Goals

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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	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 11 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.	 32% of 363 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. 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 73 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.	 41% of 748 eligible Patients	73%	51%	59%	37%
Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate	The moderate rate equals the number of patients with moderate complications.	10 3978.00 minutes 1659 eligible Patients				



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Compared to other Joint  
Commission

Accredited Organizations

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Compared to other Joint Commission  
Accredited Organizations

Measure	Explanation	Compared to other Joint Commission Accredited Organizations				
		Hospital Results	Top 10% Scored at Least:	Average Rate:	Top 10% Scored at Least:	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.	10  4460.00 minutes 1659 eligible Patients				
Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate	The severe rate equals the number of patients with severe complications.	10  482.00 minutes 1659 eligible Patients				



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