



Organizations that have achieved  
The Gold Seal of Approval® from  
The Joint Commission®



# Quality Report





# Berkshire Medical Center

HCO ID: 5602  
725 North Street  
Pittsfield, MA, 01201  
(413) 447-2000  
<http://berkshirehealthsystems.org/>

## Summary of Quality Information

### Accreditation Programs

#### [View Accreditation History](#)

	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
<a href="#">Hospital</a>	<a href="#">Accredited</a>	6/29/2019	6/28/2019	8/5/2019

### Core Certification Programs

#### [View Certification History](#)

  
**[Joint Replacement - Hip](#)**  
**Certification Decision**  
[Certification](#)  
**Effective Date**  
 4/24/2019  
**Last Full Survey Date**  
 4/23/2019  
**Last On-Site Survey Date**  
 4/23/2019

  
**[Joint Replacement - Knee](#)**  
**Certification Decision**  
[Certification](#)  
**Effective Date**  
 4/24/2019  
**Last Full Survey Date**  
 4/23/2019  
**Last On-Site Survey Date**  
 4/23/2019

### **510 Medical Practice Building**

510 North Street  
Pittsfield, MA, 01201

#### **Available Services**

- Single Specialty Practitioner (Outpatient )

#### **Other Clinics/Practices Located at This Site:**

- BMC Audiology & Hearing Center

### **Berkshire Internists of BMC**

777 North St.  
Pittsfield, MA, 01201

#### **Available Services**

- Single Specialty Practitioner (Outpatient )

### **Berkshire Medical Center**

DBA: Berkshire Medical Center  
725 North Street  
Pittsfield, MA, 01201

#### **Available Services**

- Behavioral Health (Day Programs - Adult )
- Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult )
- Behavioral Health (Partial Hospitalization - Adult )
- Brachytherapy (Imaging/Diagnostic Services )
- Cardiac Catheterization Lab (Surgical Services )
- Chemical Dependency (24-hour Acute Care/Crisis Stabilization - Adult )
- Chemical Dependency (Detox - Adult )
- CT Scanner (Imaging/Diagnostic Services )
- 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 )
- Inpatient Unit (Inpatient )
- Interventional Radiology (Imaging/Diagnostic Services )
- Labor & Delivery (Inpatient )
- Magnetic Resonance Imaging (Imaging/Diagnostic Services )
- Medical /Surgical Unit (Inpatient )
- Medical Detoxification (Inpatient )
- Medical ICU (Intensive Care Unit )
- 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 )
- Pediatric Unit (Inpatient )
- Peer Support (Non 24 Hour Care )
- Plastic Surgery (Surgical Services )
- Post Anesthesia Care Unit (PACU) (Inpatient )
- Radiation Oncology (Imaging/Diagnostic Services )
- Rehabilitation Unit (Inpatient )
- Rehabilitation Unit (24-hour Acute Care/Crisis Stabilization )
- Sleep Laboratory (Sleep Laboratory )
- Sterile Medication Compounding (Inpatient )
- Surgical ICU (Intensive Care Unit )
- Surgical Unit (Inpatient )
- Teleradiology (Imaging/Diagnostic Services )
- Thoracic Surgery (Surgical Services )
- Ultrasound (Imaging/Diagnostic Services )
- Urology (Surgical Services )
- Vascular Surgery (Surgical Services )

### **Certification Programs**

- Joint Replacement - Hip
- Joint Replacement - Knee

### **Berkshire OB/GYN at Berkshire Medical Center**

DBA: Berkshire Medical Center  
777 North St.  
Pittsfield, MA, 01201

### **Available Services**

- Perform Invasive Procedure (Outpatient )
- Single Specialty Practitioner (Outpatient )

### **Berkshire OB/GYN of BMC**

55 Pittsfield Rd.  
Lenox, MA, 01240

### **Available Services**

- Perform Invasive Procedure (Outpatient )
- Single Specialty Practitioner (Outpatient )

### **Berkshire Surgical Services at BMC**

777 North St.  
Pittsfield, MA, 01201

### **Available Services**

- Perform Invasive Procedure (Outpatient )
- Single Specialty Practitioner (Outpatient )

### **BMC - Hillcrest Campus**

DBA: BMC - Hillcrest Campus  
165 Tor Court  
Pittsfield, MA, 01201

### **Available Services**

- Administration of Blood Product (Outpatient )
- Administration of High Risk Medications (Outpatient )
- Outpatient Clinics (Outpatient )

### **BMC Hematology Oncology of BMC**

165 Tor Court  
Pittsfield, MA, 01201

#### **Available Services**

- Single Specialty Practitioner (Outpatient )

### **BMC Outpatient Imaging & Testing**

DBA: Berkshire Medical Center  
610 North Street  
Pittsfield, MA, 01201

#### **Available Services**

- Outpatient Clinics (Outpatient )

### **BMC Vein, Wound & Hyperbaric Medicine Center**

66 Wahconah Street  
Pittsfield, MA, 01201

#### **Available Services**

- Outpatient Clinics (Outpatient )
- Perform Invasive Procedure (Outpatient )

### **Cardiology Professional Services at BMC**

777 North St.  
Pittsfield, MA, 01201

#### **Available Services**

- Outpatient Clinics (Outpatient )

### **Endocrinology & Metabolism at BMC**

777 North St.  
Pittsfield, MA, 01201

#### **Available Services**

- Single Specialty Practitioner (Outpatient )

### **Gastroenterology Professional Services at BMC**

777 North St.  
Pittsfield, MA, 01201

#### **Available Services**

- Single Specialty Practitioner (Outpatient )

### **Gynecology Services of the Berkshires of BMC**

DBA: Gynecology Services of the Berkshires of BMC  
2 Park St.  
Adams, MA, 01220

### **Available Services**

- Single Specialty Practitioner (Outpatient )

### **Hillcrest Family Health Center at BMC**

631B North Street  
Pittsfield, MA, 01201

### **Available Services**

- Single Specialty Practitioner (Outpatient )

### **Kidney Disease & Hypertension Center**

8 Conte Drive  
Pittsfield, MA, 01201

### **Available Services**

- Administration of High Risk Medications (Outpatient )
- Dialysis (Outpatient )
- Outpatient Clinics (Outpatient )
- Perform Invasive Procedure (Outpatient )

### **Kidney Disease & Hypertension Services of BMC**

71 Hospital Ave.  
North Adams, MA, 01247

### **Available Services**

- Single Specialty Practitioner (Outpatient )

### **Kidney Disease and Hypertension Ctr**

777 North St.  
Pittsfield, MA, 01201

### **Available Services**

- Single Specialty Practitioner (Outpatient )

### **Lenox Family Health Center**

DBA: Lenox Family Health Center  
55 Pittsfield Lenox Rd  
Lenox, MA, 01240

### **Available Services**

- Perform Invasive Procedure (Outpatient )
- Single Specialty Practitioner (Outpatient )

### **Medical Arts Building**

DBA: Medical Arts Building  
777 North Street  
Pittsfield, MA, 01201

### **Available Services**

- Single Specialty Practitioner (Outpatient )

## **Neurology Professional Services at BMC**

777 North St.  
Pittsfield, MA, 01201

### **Available Services**

- Single Specialty Practitioner (Outpatient )

## **Neurosurgery Professional Services at BMC**

777 North St.  
Pittsfield, MA, 01201

### **Available Services**

- Single Specialty Practitioner (Outpatient )

## **North Adams Campus of Berkshire Medical Center**

DBA: Berkshire Medical Center Satellite  
71 Hospital Ave  
North Adams, MA, 01247

### **Available Services**

- Administration of Blood Product (Outpatient )
- Administration of High Risk Medications (Outpatient )
- Ambulatory Surgery Center (Outpatient )
- Anesthesia (Outpatient )
- Perform Invasive Procedure (Outpatient )

### **Other Clinics/Practices Located at This Site:**

- Ambulatory Surgery
- Endoscopy

## **North County Renal Dialysis Services**

77 Hospital Ave  
North Adams, MA, 01247

### **Available Services**

- Dialysis (Outpatient )
- Outpatient Clinics (Outpatient )

## **North County Specialty Practices of BMC**

71 Hospital Ave.  
North Adams, MA, 01247

### **Available Services**

- Outpatient Clinics (Outpatient )
- Perform Invasive Procedure (Outpatient )

## **Pain Diagnosis & Treatment Center at BMC**

777 North St.  
Pittsfield, MA, 01201

### **Available Services**

- Administration of High Risk Medications (Outpatient )
- Perform Invasive Procedure (Outpatient )
- Single Specialty Practitioner (Outpatient )

### **Physical Medicine & Rehabilitation at BMC**

777 North St.  
Pittsfield, MA, 01201

#### **Available Services**

- Single Specialty Practitioner (Outpatient )

### **Pulmonary Professional Services at BMC**

725 North St.  
Pittsfield, MA, 01201

#### **Available Services**

- Outpatient Clinics (Outpatient )

### **Rheumatology Professional SVCS BMC**

777 North Street, Suite 204  
Pittsfield, MA, 01201

#### **Available Services**

- Single Specialty Practitioner (Outpatient )

### **South Berkshire County Dialysis Center**

DBA: South Berkshire County Dialysis Center  
10 Maple Avenue  
Great Barrington, MA, 01230

#### **Available Services**

- Administration of High Risk Medications (Outpatient )
- Dialysis (Outpatient )
- Outpatient Clinics (Outpatient )

### **Surgical Professional Services at BMC**

777 North St.  
Pittsfield, MA, 01201

#### **Available Services**

- Outpatient Clinics (Outpatient )
- Perform Invasive Procedure (Outpatient )

### **The Crane Center for Ambulatory Surgery**

DBA: The Crane Center  
24 Park Street  
Pittsfield, MA, 01201

#### **Available Services**

- Administration of High Risk Medications (Outpatient )
- Ambulatory Surgery Center (Outpatient )
- Anesthesia (Outpatient )



- Perform Invasive Procedure (Outpatient )

## Urology Professional Services at BMC

41 Wahconah St.  
Pittsfield, MA, 01201

### Available Services

- Perform Invasive Procedure (Outpatient )
- Single Specialty Practitioner (Outpatient )

## Special Quality Awards

*Due to our commitment to accurate data reporting, The Joint Commission is suspending the practice of updating Special Quality Awards until further notice*







- **2015** Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
- **2015** Silver Get With The Guidelines - Resuscitation

## Cooperative Agreements

**Hospital** - Accredited by [American College of Surgeons-Commission on Cancer \(ACoS-COC\)](#)

## National Patient Safety Goals and National Quality Improvement Goals

### Symbol Key

-  This organization achieved the best possible results
-  This organization's performance is above the target range/value
-  This organization's performance is similar to the target range/value
-  This organization's performance is below the target range/value
-  This measure is not applicable for this organization
-  Not displayed

### Measures Footnote Key

1. The measure or measure set was not reported.
2. The measure set does not have an overall result.
3. The number is not enough for comparison purposes.
4. The measure meets the Privacy Disclosure Threshold rule.
5. The organization scored above 90% but was below most other organizations.
6. The measure results are not statistically valid.
7. The measure results are based on a sample of patients.

- 8. The number of months with measure data is below the reporting requirement.
- 9. The measure results are temporarily suppressed pending resubmission of updated data.
- 10. Test Measure: a measure being evaluated for reliability of the individual data elements or awaiting National Quality Forum Endorsement.
- 11. There were no eligible patients that met the denominator criteria.

The Joint Commission only reports measures endorsed by the [National Quality Forum](#).

\* This information can also be viewed at [Hospital Compare](#).

\*\* Indicates per 1000 hours of patient care.

\*\*\* The measure was not in effect for this quarter.

---- Null value or data not displayed.

Hospital	<a href="#">2019 National Patient Safety Goals</a>	Nationwide Comparison:	Statewide Comparison:
	Reporting Period: January 2019 - December 2019		
	<a href="#">National Quality Improvement Goals:</a>		
	<a href="#">Emergency Department</a>	National Comparison: 2 	Statewide Comparison:  2
	<a href="#">Immunization</a>	National Comparison: 2 	Statewide Comparison:  2
	<a href="#">Perinatal Care</a>	National Comparison: 2 	Statewide Comparison:  2

### [New Changes to Quarterly Measure](#)

#### [Download Quarterly Measure Results](#)


The Joint Commission only reports measures endorsed by the [National Quality Forum](#).

\* State results are not calculated for the National Patient Safety Goals.

National Quality Improvement Goals:

## Berkshire Medical Center

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Measure Area	Nationwide	Statewide
Perinatal Care Compared to Other Joint Commission Accredited Organizations	 2	 2
<a href="#">Read More</a>		

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Elective Delivery <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 0% of 49 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	0%	2%	Average Rate	0% 1%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

49

0%

2%

**Apr - Jun 2019**

49

0%

2%

**Jul - Sep 2019**

49

0%


2%

**Oct - Dec 2019**

49

0%

2%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Cesarean Birth <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 0% of Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	12%	25%	Average Rate	13% 25%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

1

1

25%

**Apr - Jun 2019**

1

1

25%

**Jul - Sep 2019**

1

1


25%

**Oct - Dec 2019**

1

1

25%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Exclusive Breast Milk Feeding <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 65% of 541 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	73%	51%	Average Rate	71% 49%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

541

71%

51%

**Apr - Jun 2019**

541

69%

52%

**Jul - Sep 2019**

541

61%


51%

**Oct - Dec 2019**

541

60%

50%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Antenatal Steroids <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 100% of 4 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	98%	Average Rate	100% 97%

## Quarterly Measure Results

Number of Eligible Patients  
Rate

Nationwide Average

**Jan - Mar 2019**

4

4

98%

**Apr - Jun 2019**

1

1

99%

**Jul - Sep 2019**

4

4

99%

**Oct - Dec 2019**

4

4

98%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate	Average Rate	
Unexpected Complications in Term Newborns per 1000 livebirths - Overall Rate <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 10 42% of 495 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	17%	32%	Average Rate	20% 34%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

495

0%

32%

**Apr - Jun 2019**

495

24%

31%

**Jul - Sep 2019**

495

70%

32%

**Oct - Dec 2019**

495

76%

32%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate	ND 10 18% of 495 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	6%	13%	Average Rate	6% 12%
<a href="#">Read More</a> <a href="#">See Quarterly Results</a>							

## Quarterly Measure Results

Number of Eligible Patients  
Rate

Nationwide Average

**Jan - Mar 2019**

495

0%

14%

**Apr - Jun 2019**

495

8%

13%

**Jul - Sep 2019**

495

39%

14%

**Oct - Dec 2019**

495

25%

13%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate	Average Rate	
Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 10 24% of 495 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	3%	18%	Average Rate	13% 23%



## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

495

0%

18%

**Apr - Jun 2019**

495

16%

18%

**Jul - Sep 2019**

495

31%

19%

**Oct - Dec 2019**

495

51%

19%

Measure Area

Nationwide Statewide

Emergency Department Compared to Other Joint Commission  
[Read More](#) Accredited Organizations

ND 2

ND 2

Measure	Hospital Results	Nationwide	Weighted Median	Statewide	Weighted		Average Rate	80.78	157.33
		Top 10% Scored at Most		Top 10% Scored at Most	Median				
Admit Decision Time to ED	ND 2								
Departure Time for Admitted Patients <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	108.00 minutes 553 eligible Patients	Nationwide Statewide	Top 10% Scored at Least	55.00	133.00				

## Quarterly Measure Results

Number of Eligible Patients  
 Weighted Median Minutes  
 Nationwide Weighted Median Minutes

### Jan - Mar 2019

553  
 128.00  
 149.03

### Apr - Jun 2019

1  
 1  
 129.15

### Jul - Sep 2019


553  
 106.00  
 123.92

### Oct - Dec 2019

553  
 100.00  
 129.12

Measure Area Nationwide Statewide

Immunization Compared to Other Joint Commission N/D N/D  
[Read More](#) Accredited Organizations

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Influenza Immunization <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 94% of 552 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	99%	92%	Average Rate	99% 96%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

552

97%

93%

**Apr - Jun 2019**

\_\_\_\_\_ 1

\_\_\_\_\_ 1

\_\_\_\_\_ 1

**Jul - Sep 2019**

\_\_\_\_\_ 1

\_\_\_\_\_ 1

\_\_\_\_\_ 1

**Oct - Dec 2019**

552

90%

91%