



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



Quality Report





Southcoast Hospitals Group, Inc.

HCO ID: 5544
363 Highland Avenue
Fall River, MA, 02720
(508) 973-8000
www.southcoast.org

Summary of Quality Information

Accreditation Programs

[View Accreditation History](#)



Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
Hospital Accredited	6/8/2019	6/7/2019	1/17/2020

Sites

SHG Cardiac Medical Imaging

DBA: Cardiac Medical Imaging Services @ Truesdale Clinic
1030 President Avenue
Fall River, MA, 02720

Available Services

- Outpatient Clinics (Outpatient)

SHG Center for Women's Health Rehabilitation and Radiology

DBA: Radiology Rehabilitation Services
300B-300C Faunce Corner Road
Dartmouth, MA, 02747

Available Services

- Outpatient Clinics (Outpatient)

SHG Centers for Cancer Care

DBA: Radiology Imaging Services Center for Cancer Care
206 Mill Road
Fairhaven, MA, 02719

Available Services

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

SHG Linden Tree Family Health Center

DBA: Linden Tree Laboratory, Rehab, Radiology

2444 East Main Road
Portsmouth, RI, 02871

Available Services

- Outpatient Clinics (Outpatient)

SHG Radiology and Laboratory Services

DBA: Healthfirst
387 Quarry Street Suite 104
Fall River, MA, 02723

Available Services

- Outpatient Clinics (Outpatient)

SHG Radiology Services

DBA: Radiology Services @ Borden Medical
300 Hanover Street, Suite 2B
Fall River, MA, 02720

Available Services

- Outpatient Clinics (Outpatient)

SHG Radiology Services

DBA: GNB Community Health Center
874 Purchase Street
New Bedford, MA, 02740

Available Services

- Outpatient Clinics (Outpatient)

SHG Radiology Services and Laboratory Patient Service Center

DBA: Radiology & Laboratory Patient Service Center @ Rosebrook
100 Rosebrook Way Suite 101
Wareham, MA, 02571

Available Services

- Outpatient Clinics (Outpatient)

SHG Rehabilitation and Radiology Services

DBA: Rehab and Radio Services @ Truesdale Clinic - Stanley Street
263 Stanley Street
Fall River, MA, 02720

Available Services

- Outpatient Clinics (Outpatient)

SHG Rehabilitation Services

DBA: Outpatient Rehabilitation Services @ Recovery Road
1 Recovery Road
Wareham, MA, 02571

Available Services

- Outpatient Clinics (Outpatient)

SHG Rehabilitation Services

DBA: Rehab Services @ Dartmouth Place- Mashpee Bldg
49 State Road
Dartmouth, MA, 02747

Available Services

- Outpatient Clinics (Outpatient)

SHG Rehabilitation Services

DBA: Rehabilitation Services
1565 North Main Street
Fall River, MA, 02720

Available Services

- Outpatient Clinics (Outpatient)

SHG Rehabilitation Services - Wareham YMCA

DBA: SHG Rehabilitation Services @ Wareham YMCA
33 Charge Pond Road
Wareham, MA, 02571

Available Services

- Outpatient Clinics (Outpatient)

Southcoast Center for Primary and Specialty Care

DBA: Southcoast Radiology and Laboratory Services
208 Mill Road Suite 102,105, 106
Fairhaven, MA, 02719

Available Services

- Outpatient Clinics (Outpatient)

Southcoast Health Van

DBA: Mobile Services
363 Highland Avenue
Fall River, MA, 02720

Available Services

- Outpatient Clinics (Outpatient)

Southcoast Hospital Group, Inc.

DBA: Tobey Hospital Site of Southcoast Hospitals Group
43 High Street
Wareham, MA, 02571

Available Services

- CT Scanner (Imaging/Diagnostic Services)
- EEG/EKG/EMG Lab (Imaging/Diagnostic Services)
- Gastroenterology (Surgical Services)
- Gynecological Surgery (Surgical Services)

- Inpatient Unit (Inpatient)
- Magnetic Resonance Imaging (Imaging/Diagnostic Services)
- Medical /Surgical Unit (Inpatient)
- Medical ICU (Intensive Care Unit)
- Non-Sterile Medication Compounding (Inpatient)
- Nuclear Medicine (Imaging/Diagnostic Services)
- Orthopedic Surgery (Surgical Services)
- Outpatient Clinics (Outpatient)
- Plastic Surgery (Surgical Services)
- Post Anesthesia Care Unit (PACU) (Inpatient)
- Sterile Medication Compounding (Inpatient)
- Surgical ICU (Intensive Care Unit)
- Surgical Unit (Inpatient)
- Teleradiology (Imaging/Diagnostic Services)
- Ultrasound (Imaging/Diagnostic Services)
- Urology (Surgical Services)

Southcoast Hospitals Group Inc.

DBA: Southcoast Health Rehabilitation and Breast Center
235 Hanover Street Suite 301
Fall River, MA, 02720

Available Services

- Outpatient Clinics (Outpatient)

Southcoast Hospitals Group Radiology and Laboratory Services

827 American Legion Highway
Westport, MA, 02790

Available Services

- Outpatient Clinics (Outpatient)

Southcoast Hospitals Group Rehabilitation at the Schwartz Ce

1 Posa Place
North Dartmouth, MA, 02747

Available Services

- Outpatient Clinics (Outpatient)

Southcoast Hospitals Group, Inc

DBA: SHG Ambulatory Surgery Center @ Faunce Corner
300D Faunce Corner Road
North Dartmouth, MA, 02747

Available Services

- Ambulatory Surgery Center (Outpatient)
- Anesthesia (Outpatient)

Southcoast Hospitals Group, Inc.

DBA: St. Luke's Hospital Site of Southcoast Hospitals Group
101 Page Street
New Bedford, MA, 02740

Available Services

- Cardiac Catheterization Lab (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)
- 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 Unit (Inpatient)
- Neurosurgery (Surgical Services)
- Non-Sterile Medication Compounding (Inpatient)
- Normal Newborn Nursery (Inpatient)
- Nuclear Medicine (Imaging/Diagnostic Services)
- Orthopedic Surgery (Surgical Services)
- Orthopedic/Spine Unit (Inpatient)
- Outpatient Clinics (Outpatient)
- Pediatric Unit (Inpatient)
- Plastic Surgery (Surgical Services)
- Post Anesthesia Care Unit (PACU) (Inpatient)
- 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)

Southcoast Hospitals Group, Inc.

DBA: Charlton Memorial Hospital Site of Southcoast Hospitals Grp

363 Highland Avenue

Fall River, MA, 02720

Available Services

- Brachytherapy (Imaging/Diagnostic Services)
- Cardiac Catheterization Lab (Surgical Services)
- Cardiac Surgery (Surgical Services)
- Cardiothoracic Surgery (Surgical Services)
- Cardiovascular Unit (Inpatient)
- 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)
- 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)
- Neurosurgery (Surgical Services)
- Non-Sterile Medication Compounding (Inpatient)
- Normal Newborn Nursery (Inpatient)
- Nuclear Medicine (Imaging/Diagnostic Services)
- Orthopedic Surgery (Surgical Services)
- Outpatient Clinics (Outpatient)
- 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)
- 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)

Southcoast Rehabilitation Brain and Spine Clinic

DBA: Southcoast Rehabilitation Brain and Spine Clinic
 480 Hawthorne Street
 South Dartmouth, MA, 02748

Available Services

- Outpatient Clinics (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 Plus Get With The Guidelines - Stroke

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	2020 National Patient Safety Goals	Nationwide Comparison:	Statewide Comparison:
Reporting Period: January 2019 - December 2019			
National Quality Improvement Goals:			
	Emergency Department	National Comparison: 2	Statewide Comparison: 2
	Perinatal Care	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:

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Measure Area	Nationwide	Statewide
Perinatal Care Compared to Other Joint Commission Accredited Organizations	2	2

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate
Elective Delivery Read More See Quarterly Results	0% of 258 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

258

0%

2%

Apr - Jun 2019

258

0%

2%

Jul - Sep 2019

258

0%

2%

Oct - Dec 2019

1

1

2%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Cesarean Birth Read More See Quarterly Results	⊕ 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 Read More See Quarterly Results	44% of 340 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

340

46%

51%

Apr - Jun 2019

340

42%

52%

Jul - Sep 2019

340

43%

51%

Oct - Dec 2019

1

1

50%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Antenatal Steroids Read More See Quarterly Results	 100% of 22 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

22

100%

98%

Apr - Jun 2019

22

100%

99%

Jul - Sep 2019

22

100%

99%

Oct - Dec 2019

1

1

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 Read More See Quarterly Results	 10 27% of 2032 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

2032

37%

32%

Apr - Jun 2019

2032

32%

31%

Jul - Sep 2019

2032

13%

32%

Oct - Dec 2019

1

1

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	10 7% of 2032 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	6%	13%	Average Rate	6% 12%
Read More See Quarterly Results							

Quarterly Measure Results

Number of Eligible Patients
Rate

Nationwide Average

Jan - Mar 2019

2032

10%

14%

Apr - Jun 2019

2032

8%

13%

Jul - Sep 2019

2032

3%

14%

Oct - Dec 2019

1

1

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 Read More See Quarterly Results	ND 10 20% of 2032 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

2032

27%

18%

Apr - Jun 2019

2032

25%

18%

Jul - Sep 2019

2032

10%

19%

Oct - Dec 2019

1

1

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				
		Top 10% Scored at Most		Top 10% Scored at Most	Weighted Median	Average Rate		
Admit Decision Time to ED	ND 2							
Departure Time for Admitted Patients Read More See Quarterly Results	81.00 minutes 620 eligible Patients	Nationwide Statewide	Top 10% Scored at Least	55.00	133.00	Average Rate	80.78	157.33

Quarterly Measure Results

Number of Eligible Patients
Weighted Median Minutes
Nationwide Weighted Median Minutes

Jan - Mar 2019

620
100.00
149.03

Apr - Jun 2019

620
73.00
129.15

Jul - Sep 2019

620
69.00
123.92

Oct - Dec 2019

1
1
129.12