



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



# Quality Report







# Texas Health Presbyterian Hospital Plano

HCO ID: 4989  
6200 West Parker Road  
Plano, TX, 75093-7914  
(972) 981-8000  
[www.texashealth.org](http://www.texashealth.org)

## Summary of Quality Information

### Accreditation Programs

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

	<a href="#">Behavioral Health Care and Human Services</a>	<b>Accreditation Decision</b> <a href="#">Accredited</a>	<b>Effective Date</b> 12/7/2017	<b>Last Full Survey Date</b> 12/6/2017	<b>Last On-Site Survey Date</b> 12/6/2017
	<a href="#">Hospital</a>	<b>Accreditation Decision</b> <a href="#">Accredited</a>	<b>Effective Date</b> 12/9/2017	<b>Last Full Survey Date</b> 12/8/2017	<b>Last On-Site Survey Date</b> 12/8/2017

### Advanced Certification Programs

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



#### [Primary Heart Attack Center](#)

##### **Certification Decision**

[Certification](#)

##### **Effective Date**

1/30/2021

##### **Last Full Survey Date**

1/29/2021

##### **Last On-Site Survey Date**

1/29/2021

## Core Certification Programs



### Joint Replacement - Hip

#### Certification Decision

[Certification](#)

#### Effective Date

1/29/2020

#### Last Full Survey Date

1/28/2020

#### Last On-Site Survey Date

1/28/2020



### Joint Replacement - Knee

#### Certification Decision

[Certification](#)

#### Effective Date

1/29/2020

#### Last Full Survey Date

1/28/2020

#### Last On-Site Survey Date

1/28/2020

## Sites

### Plano Pediatric Imaging Center

7000 West Plano Parkway, Suite 120

Plano, TX, 75093

#### Available Services

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

### Sue A. DeMille Women's Diagnostics Center

6020 West Parker Rd., Suite 110

Plano, TX, 75093

#### Available Services

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

### Texas Health Behavioral Health Center Allen

1105 N. Central Expressway, Medical Building 2, Suite 2310

Allen, TX, 75013

## Available Services

- Behavioral Health (Day Programs - Adult )
- Behavioral Health (Day Programs - Child/Youth )
- Behavioral Health (Partial Hospitalization - Adult )
- Behavioral Health (Partial Hospitalization - Child/Youth )
- Family Support (Non 24 Hour Care )

## Texas Health Behavioral Health Center Frisco

5858 Main Street, Suite 101

Frisco, TX, 75034

## Available Services

- Addiction Services
- Addiction Services (Non-detox - Adult )
- Behavioral Health (Day Programs - Adult )
- Behavioral Health (Day Programs - Child/Youth )
- Behavioral Health (Partial Hospitalization - Adult )
- Behavioral Health (Partial Hospitalization - Child/Youth )
- Chemical Dependency (Day Programs - Adult )
- Chemical Dependency (Partial Hospitalization - Adult )
- Chemical Dependency (Non-detox - Adult )
- Family Support (Non 24 Hour Care )

## Texas Health Behavioral Health Center Prosper

1970 West University Drive, Suite 201

Prosper, TX, 75078

## Available Services

- Behavioral Health (Day Programs - Adult )
- Behavioral Health (Partial Hospitalization - Adult )
- Family Support (Non 24 Hour Care )

## Texas Health Behavioral Health Center Richardson

3661 North Plano Road, Suite 2100

Richardson, TX, 75082

## Available Services

- Addiction Services
- Addiction Services
- Addiction Services (Non-detox - Adult )
- Behavioral Health (Day Programs - Adult )
- Behavioral Health (Partial Hospitalization - Adult )
- Chemical Dependency (Day Programs - Adult )
- Chemical Dependency (Day Programs - Child/Youth )
- Chemical Dependency (Partial Hospitalization - Adult )
- Chemical Dependency (Partial Hospitalization - Child/Youth )
- Chemical Dependency (Non-detox - Adult )
- Family Support (Non 24 Hour Care )

## Texas Health Neighborhood Care and Wellness Center Prosper

1970 West University Drive

Prosper, TX, 75078

## Available Services

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

## **Texas Health Presbyterian Hospital Plano**

6200 West Parker Road

Plano, TX, 75093

### **Available Services**

- Cardiac Catheterization Lab (Surgical Services )
- Cardiac Surgery (Surgical Services )
- Cardiothoracic Surgery (Surgical Services )
- 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 )
- Ophthalmology (Surgical Services )
- Orthopedic Surgery (Surgical Services )
- Orthopedic/Spine Unit (Inpatient )
- 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 )
- Thoracic Surgery (Surgical Services )
- Ultrasound (Imaging/Diagnostic Services )
- Urology (Surgical Services )
- Vascular Surgery (Surgical Services )

### **Certification Programs**

- Joint Replacement - Hip
- Joint Replacement - Knee
- Primary Heart Attack Center

## **Texas Health Seay Behavioral Health Hospital**

6110 W. Parker Road



### Available Services

- Addiction Services
- Addiction Services (Non-detox - Adult )
- Addiction Services (Detox/Non-detox - Adult )
- Behavioral Health (Day Programs - Adult )
- Behavioral Health (Day Programs - Child/Youth )
- Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult )
- Behavioral Health (24-hour Acute Care/Crisis Stabilization - Child/Youth )
- Behavioral Health (Partial Hospitalization - Adult )
- Behavioral Health (Partial Hospitalization - Child/Youth )
- Chemical Dependency (Day Programs - Adult )
- Chemical Dependency (24-hour Acute Care/Crisis Stabilization - Adult )
- Chemical Dependency (Partial Hospitalization - Adult )
- Chemical Dependency (Non-detox - Adult )
- Chemical Dependency (Detox/Non-detox - Adult )
- Family Support (Non 24 Hour Care )

### Texas Health Sports Medicine Frisco

9200 World Cup Way, Suite 201  
Frisco, TX, 75033

### 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

### 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.

<b>Hospital</b>	<a href="#">2017 National Patient Safety Goals</a>	Nationwide Comparison:	Statewide Comparison:
<b>Behavioral Health Care and Human Services</b>	<a href="#">2017 National Patient Safety Goals</a>	Nationwide Comparison:	Statewide Comparison:
<b>Reporting Period: January 2019 - December 2019</b>			
<a href="#">National Quality Improvement Goals:</a>			
	<a href="#">Emergency Department</a>	National Comparison: <sup>2</sup>	Statewide Comparison: <sup>2</sup>
	<a href="#">Perinatal Care</a>	National Comparison: <sup>2</sup>	Statewide Comparison: <sup>2</sup>

### [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:

# Texas Health Presbyterian Hospital Plano

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Measure Area Nationwide Statewide  
Perinatal Care Compared to Other Joint Commission (ND)2 (ND)2  
[Read More](#) Accredited Organizations

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>	<input checked="" type="checkbox"/> 9% of 105 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	0%	2%	Average Rate	0% 2%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

105

4%

2%

**Apr - Jun 2019**

105

8%

2%

**Jul - Sep 2019**

105

12%

2%

**Oct - Dec 2019**

105

12%

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>	 35% of 326 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	12%	25%	Average Rate	15% 27%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

326

35%

25%

**Apr - Jun 2019**

326

33%

25%

**Jul - Sep 2019**

326

35%


25%

**Oct - Dec 2019**

326

38%

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>	 51% of 457 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	73%	51%	Average Rate	61% 44%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

457

54%

51%

**Apr - Jun 2019**

457

51%

52%

**Jul - Sep 2019**

457

43%


51%

**Oct - Dec 2019**

457

56%

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>	 96% of 26 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	98%	Average Rate	100% 98%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

26

100%

98%

**Apr - Jun 2019**

26

100%

99%

**Jul - Sep 2019**

26

80%

99%

**Oct - Dec 2019**

26

100%

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 19% of 3335 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	17%	32%	Average Rate	18% 34%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

3335

16%

32%

**Apr - Jun 2019**

3335

16%

31%

**Jul - Sep 2019**

3335

30%

32%

**Oct - Dec 2019**

3335

15%

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 7% of 3335 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	6%	13%	Average Rate	5% 11%
<a href="#">Read More</a> <a href="#">See Quarterly Results</a>							

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

3335

6%

14%

**Apr - Jun 2019**

3335

9%

13%

**Jul - Sep 2019**

3335

7%

14%

**Oct - Dec 2019**

3335

6%

13%

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 - Moderate Rate	(N/D) 10 13% of 3335 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	3%	18%	Average Rate	4% 22%
<a href="#">Read More</a> <a href="#">See Quarterly Results</a>							

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Jan - Mar 2019**

3335

11%

18%

**Apr - Jun 2019**

3335

7%

18%

**Jul - Sep 2019**

3335

23%

19%

**Oct - Dec 2019**

3335

10%

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	57.00 118.11
		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>	140.00 minutes 652 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

652  
143.00  
149.03

### Apr - Jun 2019

652  
134.00  
129.15

### Jul - Sep 2019

652  
145.00  
123.92

### Oct - Dec 2019

652  
139.00  
129.12