



# 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, 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 the key area of 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.




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

-  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.

For further information and explanation of the Quality Report contents, refer to the "Quality Report User Guide."





Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
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 Ambulatory Care	Conditional Accreditation	12/20/2008	12/19/2008	12/7/2009
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#### The following standard(s) were found to be out of compliance:

- Based on the identified risks, the organization sets goals to minimize the possibility of transmitting infections.
- The organization effectively manages its programs, services, or sites.
- The organization evaluates the effectiveness of its Emergency Management Plan.
- The organization uses data and information to guide decisions and to understand variation in the performance of processes supporting safety and quality.

 Pathology and Clinical Laboratory	Accredited	9/29/2007	10/30/2009	10/30/2009
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		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Ambulatory Care	<b>2009 National Patient Safety Goals</b>		 *
Pathology and Clinical Laboratory	<b>2007 National Patient Safety Goals</b>		 *



## Locations of Care




### \* Primary Location

Locations of Care	Available Services	
<b>Nuestra Clinica del Valle Donna</b> 301 S. 17th Street Donna, TX 78537	<ul style="list-style-type: none"> <li>Family Practice (Outpatient)</li> <li>General Laboratory Tests</li> <li>Pediatric Medicine (Outpatient)</li> <li>Pharmacy/Dispensary (Outpatient)</li> </ul>	
<b>Nuestra Clinica del Valle Memorial</b> 201 S. Los Ebanos Blvd Mission, TX 78574	<ul style="list-style-type: none"> <li>Family Practice (Outpatient)</li> <li>General Laboratory Tests</li> <li>Pediatric Medicine (Outpatient)</li> </ul>	
<b>Nuestra Clinica del Valle Mission *</b> 611 N. Bryan Road Mission, TX 78572	<ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult/Child/Youth)</li> <li>Dentistry (Outpatient)</li> <li>Diagnostic Imaging (Outpatient)</li> <li>Family Practice (Outpatient)</li> <li>General Laboratory Tests</li> </ul>	<ul style="list-style-type: none"> <li>General Practice (Outpatient)</li> <li>Internal Medicine (Outpatient)</li> <li>Pediatric Medicine (Outpatient)</li> <li>Pharmacy/Dispensary (Outpatient)</li> <li>Podiatry (Outpatient)</li> </ul>
<b>Nuestra Clinica del Valle San Carlos</b> 300 N. 86th Street Edinburg, TX 78539	<ul style="list-style-type: none"> <li>Family Practice (Outpatient)</li> <li>General Laboratory Tests</li> <li>Pediatric Medicine (Outpatient)</li> </ul>	
<b>Nuestra Clinica Del Valle San Juan</b> 801 W. 1st Street San Juan, TX 78589	<ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Toxicology</li> </ul>	
<b>Nuestra Clinica del Valle, Inc</b> 1200 E. Santa Rosa Edcouch, TX 78538	<ul style="list-style-type: none"> <li>Dentistry (Outpatient)</li> <li>Diagnostic Imaging (Outpatient)</li> <li>Family Practice (Outpatient)</li> <li>General Laboratory Tests</li> <li>General Practice (Outpatient)</li> </ul>	<ul style="list-style-type: none"> <li>Internal Medicine (Outpatient)</li> <li>Pediatric Medicine (Outpatient)</li> <li>Pharmacy/Dispensary (Outpatient)</li> <li>Podiatry (Outpatient)</li> </ul>
<b>Nuestra Clinica del Valle, Inc</b> 1500 First Street Mercedes, TX 78570	<ul style="list-style-type: none"> <li>Dentistry (Outpatient)</li> <li>Diagnostic Imaging (Outpatient)</li> <li>Family Practice (Outpatient)</li> <li>General Laboratory Tests</li> <li>General Practice (Outpatient)</li> </ul>	<ul style="list-style-type: none"> <li>Internal Medicine (Outpatient)</li> <li>Pediatric Medicine (Outpatient)</li> <li>Pharmacy/Dispensary (Outpatient)</li> <li>Podiatry (Outpatient)</li> </ul>
<b>Nuestra Clinica Del Valle, PSJA</b> 2900 North Raul Longoria-Rear San Juan, TX 78589	<ul style="list-style-type: none"> <li>General Laboratory Tests</li> <li>Pediatric Medicine (Outpatient)</li> </ul>	
<b>Nuestra Clinica Del Valle-Rio Grande City</b> 600 N. Garza, Suite A Rio Grande City, TX 78582	<ul style="list-style-type: none"> <li>Family Practice (Outpatient)</li> <li>Internal Medicine (Outpatient)</li> <li>Pediatric Medicine (Outpatient)</li> </ul>	
<b>Nuestra Clinica Del Valle-Roma</b> 683 N. Canales Circle Roma, TX 78584	<ul style="list-style-type: none"> <li>Family Practice (Outpatient)</li> <li>Internal Medicine (Outpatient)</li> <li>Pediatric Medicine (Outpatient)</li> </ul>	












## 2009 National Patient Safety Goals

### Symbol Key

-  The organization has met the National Patient Safety Goal.
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### Ambulatory Care

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.	Reading Back Verbal Orders	
	Creating a List of Abbreviations Not to Use	
	Timely Reporting of Critical Tests and Critical Results	
	Managing Hand-Off Communications	
Improve the safety of using medications.	Managing Look Alike, Sound Alike Medications	
	Labeling Medications	
	Reducing Harm from Anticoagulation Therapy	
Reduce the risk of health care-associated infections	Meeting Hand Hygiene Guidelines	
	Sentinel Events Resulting from Infection	
	Preventing Central-Line Associated Blood Stream Infections	
	Preventing Surgical Site Infections	
Reduce the risk of surgical fires.	Preventing Surgical Fires	
Encourage patients' active involvement in their own care as a patient safety strategy.	Patient and Family Reporting of Safety Concerns	
Universal Protocol	Conduct a pre-operative verification process	
	Mark the operative site	
	Conduct a "time out" immediately before starting the procedure	











## 2007 National Patient Safety Goals

### Symbol Key

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### Pathology and Clinical Laboratory

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use at least two patient identifiers when providing care, treatment or services.	
	Prior to the start of any invasive procedure, conduct a final verification process, (such as a "time out,") to confirm the correct patient, procedure and site using active—not passive—communication techniques.	
Improve the effectiveness of communication among caregivers.	For verbal or telephone orders or for telephonic reporting of critical test results, verify the complete order or test result by having the person receiving the information record and "read-back" the complete order or test result.	
	Standardize a list of abbreviations, acronyms, symbols, and dose designations that are not to be used throughout the organization.	
	Measure, assess and if appropriate, take action to improve the timeliness of reporting, and the timeliness of receipt by the responsible licensed caregiver, of critical test results and values.	
	Implement a standardized approach to "hand off" communications, including an opportunity to ask and respond to questions.	
Reduce the risk of health care-associated infections	Comply with current Centers for Disease Control and Prevention (CDC) hand hygiene guidelines.	
	Manage as sentinel events all identified cases of unanticipated death or major permanent loss of function associated with a health care-associated infection.	
Encourage patients' active involvement in their own care as a patient safety strategy.	Define and communicate the means for patients and their families to report concerns about safety and encourage them to do so.	