



# 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

-  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
 Behavioral Health Care and Human Services	Accredited	2/8/2024	2/7/2024	2/7/2024
 Home Care	Accredited	2/10/2024	2/9/2024	2/9/2024
 Hospital	Accredited	2/10/2024	2/9/2024	2/9/2024

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Behavioral Health Care and Human Services	2021National Patient Safety Goals		 *
Home Care	2021National Patient Safety Goals		 *
Hospital	2023National Patient Safety Goals		 *



## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>Carl T. Hayden VA Medical Center *</b> 650 East Indian School Road Phoenix, AZ 85012-1892	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult) (24-hour Acute Care/Crisis Stabilization - Adult) (Partial Hospitalization - Adult)</li> <li>Cardiac Catheterization Lab (Surgical Services)</li> <li>Cardiovascular Unit (Inpatient)</li> <li>Chemical Dependency (Non 24 Hour Care - Adult) (Residential Care - Adult) (Non-detox - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>CT Scanner (Imaging/Diagnostic Services)</li> <li>Dialysis Unit (Inpatient)</li> <li>Ear/Nose/Throat Surgery (Surgical Services)</li> <li>Eating Disorders/Adult, Outpatient/Adult) (Non 24 Hour Care - Adult)</li> <li>EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li> <li>Employment Services (Non 24 Hour Care)</li> <li>Family Support (Non 24 Hour Care)</li> <li>Gastroenterology (Surgical Services)</li> <li>GI or Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>Gynecological Surgery (Surgical Services)</li> <li>Hazardous Medication Compounding (Inpatient)</li> <li>Hematology/Oncology Unit (Inpatient)</li> <li>Home Health, Non-Hospice Services</li> <li>In-Home Behavioral Health Services (Non 24 Hour Care - Adult)</li> <li>Inpatient Unit (Inpatient)</li> <li>Interventional Radiology (Inpatient, Outpatient, Imaging/Diagnostic Services)</li> <li>Nuclear Medicine (Imaging/Diagnostic Services)</li> <li>Occupational Therapy</li> <li>Orthopedic Surgery (Surgical Services)</li> <li>Orthopedic/Spine Unit (Inpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Peer Support (Non 24 Hour Care)</li> <li>Pharmacy/Dispensary, General Services</li> <li>Physical Therapy</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>Respite Care (Residential / Group Homes)</li> <li>Skilled Nursing Services</li> <li>Sleep Laboratory (Sleep Laboratory)</li> <li>Sterile Medication Compounding (Inpatient)</li> <li>Surgical ICU (Intensive Care Unit)</li> <li>Surgical Unit (Inpatient)</li> <li>Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult)</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)</li> <li>Telehealth</li> <li>Ultrasound (Imaging/Diagnostic Services)</li> <li>Urology (Surgical Services)</li> <li>Vascular Surgery (Surgical Services)</li> <li>Vocational Rehabilitation (Non 24 Hour Care - Adult)</li> <li>Wound Care</li> </ul>



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	<ul style="list-style-type: none"> <li>• Magnetic Resonance Imaging (Imaging/Diagnostic Services)</li> <li>• Medical /Surgical Unit (Inpatient)</li> <li>• Medical ICU (Intensive Care Unit)</li> <li>• Medical Social Services</li> <li>• Non-Sterile Medication Compounding (Inpatient)</li> </ul>
<b>Community Resource &amp; Referral Center</b> 1500 East Thomas Road, Suite 106 Phoenix, AZ 85014	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Lab draw section</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Behavioral Health (Non 24 Hour Care - Adult)</li> <li>• Community Integration (Non 24 Hour Care)</li> <li>• Employment Services (Non 24 Hour Care)</li> <li>• Family Support (Non 24 Hour Care)</li> <li>• Outpatient Clinics (Outpatient)</li> <li>• Peer Support (Non 24 Hour Care)</li> <li>• Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)</li> </ul>
<b>Globe VA Health Care Clinic</b> 5860 South Hospital Drive, Suite 111 Globe, AZ 85501-9449	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Lab draw section</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Behavioral Health (Non 24 Hour Care - Adult)</li> <li>• Outpatient Clinics (Outpatient)</li> <li>• Peer Support (Non 24 Hour Care)</li> <li>• Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)</li> </ul>
<b>Mesa VA Clinic</b> 4135 South Power Road Mesa, AZ 85212	<b>Services:</b> <ul style="list-style-type: none"> <li>• Behavioral Health (Non 24 Hour Care - Adult)</li> <li>• Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)</li> </ul>
<b>Midtown VA Clinic</b> 5040 North 15th Avenue Phoenix, AZ 85015	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Chronic Pain Clinic</li> <li>• Dermatology</li> <li>• Endocrinology</li> <li>• Rheumatology</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Outpatient)</li> </ul>



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<b>Northeast VA Health Care Clinic</b> 11390 E. Via Linda Rd. Scottsdale, AZ 85259	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Lab draw section</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)</li> </ul>
<b>Northwest VA Health Care Clinic</b> 13985 W. Grand Ave., Suite 101 Surprise, AZ 85374	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Lab draw section</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)</li> </ul>
<b>Payson VA Health Care Clinic</b> 903 East Highway 260 Payson, AZ 85541	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Lab draw section</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)</li> </ul>
<b>Phoenix 32nd Street VA Clinic</b> 400 North 32nd Street Phoenix, AZ 85008	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> <li>Family Support (Non 24 Hour Care)</li> <li>In-Home Behavioral Health Services (Non 24 Hour Care - Adult)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Pharmacy/Dispensary, General Services</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)</li> </ul>
<b>Show Low VA Health Care Clinic</b> 5171 Cub Lake Road, Suite C380 Show Low, AZ 85901	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Lab draw section</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> <li>Home Health, Non-Hospice Services</li> <li>Medical Social Services</li> <li>Outpatient Clinics (Outpatient)</li> <li>Physical Therapy</li> <li>Skilled Nursing Services</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)</li> </ul>



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<b>Southeast VA Health Care Clinic</b> 3285 S. Val Vista Drive Gilbert, AZ 85295	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Lab draw section</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> <li>Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> <li>Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult)</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)</li> </ul>
<b>Southwest Community-Based Outpatient Clinic</b> 9250 West Thomas Road Phoenix, AZ 85037	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Lab draw section</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult)</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)</li> </ul>
<b>Thunderbird VA Health Care Clinic</b> 9424 N. 25th Avenue Phoenix, AZ 85021	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Optometry</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>






## 2021 National Patient Safety Goals

### Behavioral Health Care and Human Services

Safety Goals	Organizations Should	Implemented
Improve the accuracy of the identification of individuals served.	Use of Two Identifiers	
Improve the safety of using medications.	Reconciling Medication Information	
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	
The organization identifies safety risks inherent in the population of the individuals it serves.	Identifying Individuals at Risk for Suicide	

#### 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.

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## 2021 National Patient Safety Goals

### Home Care

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	✓
Improve the safety of using medications.	Reconciling Medication Information	✓
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	✓
Reduce the risk of patient harm resulting from falls.	Implementing a Fall Reduction Program	✓
The organization identifies safety risks inherent in its patient population.	Identifying Risks Associated with Home Oxygen	✓

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## 2023 National Patient Safety Goals

### Hospital

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	✓
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	✓
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	✓

#### Symbol Key

- ✓ The organization has met the National Patient Safety Goal.
- ✗ The organization has not met the National Patient Safety Goal.
- N/A The Goal is not applicable for this organization.

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