Accreditation Quality Report

The Joint Commission

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 with your comments and suggestions.

Mark R. Chassin, MD, MPP, MPH
President of the Joint Commission

Summary of Quality Information

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
🟡 Ambulatory Care	Accredited	7/25/2014	7/13/2017	7/13/2017
🟡 Hospital	Accredited	7/25/2014	7/13/2017	8/22/2017

Accreditation programs recognized by the Centers for Medicare and Medicaid Services (CMS)

Hospital

Certification programs recognized by the Centers for Medicare and Medicaid Services (CMS)

Ventricular Assist Device

Advanced Certification Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
🟡 Advanced Comprehensive Stroke Center	Certification	6/15/2016	6/14/2016	6/14/2016
🟡 Ventricular Assist Device	Certification	9/16/2015	9/15/2015	9/15/2015

Certified Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
🟡 Chest Pain	Certification	12/12/2016	11/18/2016	11/18/2016

Other Accredited Programs/Services

- Hospital (Accredited by American College of Surgeons-Commission on Cancer (ACoS-COC))
- Laboratory (Accredited by American Society for Histocompatibility and Immunogenetics (ASHI))

Special Quality Awards

- 2015 ACS National Surgical Quality Improvement Program
- 2015 Hospital Magnet Award
- 2012 Gold Plus Get With The Guidelines - Stroke

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Ambulatory Care	**2014 National Patient Safety Goals**	✔	N/A *

The Joint Commission only reports measures endorsed by the National Quality Forum.

Summary of Quality Information

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	**Statewide**
Hospital	**2014 National Patient Safety Goals**	✔	N/A *
	National Quality Improvement Goals:		
Reporting Period: Jan 2016 - Dec 2016	Emergency Department	N/D 2	N/D 2
	Immunization	N/D 2	N/D 2
	Stroke Care	N/D 2	N/D 2
	Venous Thromboembolism (VTE)	N/D 2	N/D 2

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Locations of Care

* Primary Location

Locations of Care	Available Services
Mayo Clinic 4500 San Pablo Road Jacksonville, FL 32224	**Services:** ● Allergy (Outpatient) ● Audiology (Outpatient) ● Cardiology (Outpatient) ● Computed Tomography (CT) (Outpatient) ● Computed Tomography Angiography (CTA) (Outpatient) ● Dermatology (Outpatient) ● Diagnostic Imaging (Outpatient) ● Echocardiography (Outpatient) ● Gastroenterology (Outpatient) ● Gastroenterology Procedures (Outpatient) ● Gynecology (Outpatient) ● Hematology/Blood Treatment (Outpatient) ● Internal Medicine (Outpatient) ● Magnetic Resonance Angiography (MRA) (Outpatient) ● Magnetic Resonance Imaging (Outpatient) ● Mammography (Outpatient) ● Neurology (Outpatient) ● Nuclear Cardiology (Outpatient) ● Occupational Therapy (Outpatient) ● Oncology/Cancer Care (Outpatient) ● Optometry/Eye Care (Outpatient) ● Orthopedic Medicine (Outpatient) ● Otolaryngology/Ear, Nose, and Throat (Outpatient) ● Pain Management (Outpatient) ● Pharmacy/Dispensary, General (Outpatient) ● Physical Medicine and Rehabilitation (Outpatient) ● Positron Emission Tomography (PET) (Outpatient) ● Pulmonary Medicine (Outpatient) ● Radiation Oncology (Outpatient) ● Rheumatology (Outpatient) ● Urology (Outpatient) ● Vascular Medicine (Outpatient) ● X-ray (Outpatient)

Locations of Care

* Primary Location

Locations of Care	Available Services
Mayo Clinic Hospital * 4500 San Pablo Road Jacksonville, FL 32224	**Joint Commission Advanced Certification Programs:** ● Advanced Comprehensive Stroke Center ● Ventricular Assist Device **Joint Commission Certified Programs:** ● Chest Pain **Services:** ● Brachytherapy (Imaging/Diagnostic Services) ● Cardiac Catheterization Lab (Surgical Services) ● Cardiac Surgery (Surgical Services) ● Cardiothoracic Surgery (Surgical Services) ● Cardiovascular Unit (Inpatient) ● CT Scanner (Imaging/Diagnostic Services) ● Dialysis Unit (Inpatient) ● Ear/Nose/Throat Surgery (Surgical Services) ● Eating Disorders (Outpatient) ● Gastroenterology (Surgical Services) ● GI or Endoscopy Lab (Imaging/Diagnostic Services) ● Gynecological Surgery (Surgical Services) ● Hematology/Oncology Unit (Inpatient) ● Inpatient Unit (Inpatient) ● Interventional Radiology (Inpatient, Imaging/Diagnostic Services) ● Medical /Surgical Unit (Inpatient) ● Medical ICU (Intensive Care Unit) ● Neuro/Spine ICU (Intensive Care Unit) ● Neuro/Spine Unit (Inpatient) ● Neurosurgery (Surgical 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) ● Surgical ICU (Intensive Care Unit) ● Surgical Unit (Inpatient) ● Thoracic Surgery (Surgical Services) ● Transplant Surgery (Surgical Services) ● Urology (Surgical Services) ● Vascular Surgery (Surgical Services)
Mayo Clinic Outpatient Dialysis 4500 San Pablo Road Jacksonville, FL 32224	**Services:** ● Dialysis (Outpatient) ● Outpatient Clinics (Outpatient)
Mayo Clinic Primary Care DBA: Gate Parkway Primary Care 7826 Ozark Drive Jacksonville, FL 32256	**Services:** ● Diagnostic Imaging (Outpatient) ● Family Practice (Outpatient) ● X-ray (Outpatient)

Locations of Care

* Primary Location

Locations of Care	Available Services
Mayo Primary Care Center - St. Augustine 110 Southwest Lake Drive Saint Augustine, FL 32086	**Services:** ● Diagnostic Imaging (Outpatient) ● Family Practice (Outpatient) ● X-ray (Outpatient)
Mayo Primary Care Center-Beaches 742 Marsh Landing Parkway Jacksonville Beach, FL 32250	**Services:** ● Diagnostic Imaging (Outpatient) ● Family Practice (Outpatient) ● X-ray (Outpatient)
Sleep Disorders Center 4634 Worrall Way Jacksonville, FL 32224	**Services:** ● Sleep Studies (Outpatient)

2014 National Patient Safety Goals

Ambulatory Care

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	✓
	Eliminating Transfusion Errors	✓
Improve the safety of using medications.	Labeling Medications	✓
	Reducing Harm from Anticoagulation Therapy	✓
	Reconciling Medication Information	✓
Reduce the risk of health care-associated infections	Meeting Hand Hygiene Guidelines	✓
	Preventing Surgical Site Infections	✓
Universal Protocol	Conducting a Pre-Procedure Verification Process	✓
	Marking the Procedure Site	✓
	Performing a Time-Out	✓

2014 National Patient Safety Goals

Hospital

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.	Timely Reporting of Critical Tests and Critical Results	✓
Improve the safety of using medications.	Labeling Medications	✓
	Reducing Harm from Anticoagulation Therapy	✓
	Reconciling Medication Information	✓
Use Alarms Safely	Use Alarms Safely on Medical Equipment	✓
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	✓
	Preventing Multi-Drug Resistant Organism Infections	✓
	Preventing Central-Line Associated Blood Stream Infections	✓
	Preventing Surgical Site Infections	✓
	Preventing Catheter-Associated Urinary Tract Infection	✓
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	✓

National Quality Improvement Goals

Reporting Period: January 2016 - December 2016

Measure Area	Explanation	Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Emergency Department	This category of evidence based measures assesses the time patients remain in the hospital Emergency Department prior to inpatient admission.	Ⓝⅅ [2]	Ⓝⅅ [2]

Measure	Explanation	Hospital Results	Compared to other Joint Commission Accredited Organizations			
			Nationwide		Statewide	
			Top 10% Scored at Most:	Weighted Median:	Top 10% Scored at Most:	Weighted Median:
Admit Decision Time to ED Departure Time for Admitted Patients	The amount of time (in minutes) it takes from the time the physician decides to admit a patient into the hospital from the Emergency Department until the patient actually leaves the ED to go to the inpatient unit.	Ⓝⅅ [2] 80.00 minutes 558 eligible Patients	54.00	126.00	69.80	130.41
Median Time from ED Arrival to ED Departure for Admitted ED Patients	The amount of time (in minutes) from the time the patient arrives in the Emergency Department until the patient is admitted as an inpatient into the hospital.	Ⓝⅅ [2] 243.00 minutes 559 eligible Patients	203.00	313.00	225.09	305.55

The Joint Commission only reports measures endorsed by the National Quality Forum.

* This information can also be viewed at www.hospitalcompare.hhs.gov

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Quality Check®

National Quality Improvement Goals

Reporting Period: January 2016 - December 2016

Measure Area	Explanation	Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Immunization	This evidence-based prevention measure set assesses immunization activity for pneumonia and influenza.	Ⓝ/Ⓓ 2	Ⓝ/Ⓓ 2

Measure	Explanation	Compared to other Joint Commission Accredited Organizations				
			Nationwide		Statewide	
		Hospital Results	Top 10% Scored at Least:	Average Rate:	Top 10% Scored at Least:	Average Rate:
Influenza Immunization	This prevention measure addresses acute care hospitalized inpatients age 6 months and older who were screened for seasonal influenza immunization status and were vaccinated prior to discharge if indicated.	✔ 95% of 604 eligible Patients	100%	94%	100%	97%

Ⓝ/Ⓓ The Joint Commission only reports measures endorsed by the National Quality Forum.

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National Quality Improvement Goals

Reporting Period: January 2016 - December 2016

Measure Area	Explanation	Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Stroke Care	This category of evidence based measures assesses the overall quality of care provided to Stroke (STK) patients.	N/D 2	N/D 2

Measure	Explanation	Compared to other Joint Commission Accredited Organizations				
		Hospital Results	Nationwide		Statewide	
			Top 10% Scored at Least:	Average Rate:	Top 10% Scored at Least:	Average Rate:
Thrombolytic Therapy	Acute ischemic stroke patients who receive a medicine that breaks up blood clots (thrombolytic therapy) within 180 minutes of stroke symptom onset. This measure reports how quickly ischemic stroke patients were given a medication that breaks up blood clots (thrombolytic therapy). Breaking up blood clots increases blood flow to the brain. If blood flow is returned to the brain quickly during a stroke, the risk of brain damage and loss of physical function is decreased. The medicine that breaks up clots in the arteries and allows the return of normal blood flow is called thrombolytic therapy or "t-PA". It is important that this medicine be given quickly after an ischemic stroke is diagnosed.	N/D 3 92% of 24 eligible Patients[3]	100%	90%	100%	95%

NQF The Joint Commission only reports measures endorsed by the National Quality Forum.

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National Quality Improvement Goals

Reporting Period: January 2016 - December 2016

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Measure Area	Explanation	Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Venous Thromboembolism (VTE)	This category of evidence-based measures assesses the overall quality of care related to prevention and treatment of blood clots.	N/D 2	N/D 2

Measure	Explanation	Compared to other Joint Commission Accredited Organizations				
			Nationwide		Statewide	
		Hospital Results	Top 10% Scored at Least:	Average Rate:	Top 10% Scored at Least:	Average Rate:
VTE Discharge Instructions	Patients with blood clots who were discharged to home, home with home health, home hospice or discharged/transferred to court/law enforcement on a blood thinning medication with written information. This measure reports the percent of patients who went home on warfarin who received instructions about compliance issues, dietary advice, follow-up monitoring and information about the potential for adverse drug reactions/interactions.	⊖ 83% of 53 eligible Patients	100%	93%	100%	95%

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