



# 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.

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



## Summary of Quality Information



### 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.
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-  Not displayed

### Footnote Key

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2. The Measure Set does not have an overall result.
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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.
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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.

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	7/14/2017	7/13/2017	7/13/2017
 Hospital	Accredited	7/14/2017	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	5/12/2018	5/11/2018	5/11/2018
 Ventricular Assist Device	Certification	10/4/2017	10/3/2017	10/3/2017

### Other Accredited Programs/Services





- Hospital ( Accredited by American College of Surgeons-Commission on Cancer (ACoS-COC))

### 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	2017National Patient Safety Goals		 *
Hospital	2017National Patient Safety Goals		 *



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



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Compared to other Joint Commission Accredited Organizations

Nationwide

Statewide

### National Quality Improvement Goals:

Reporting Period:  
Apr 2018 -  
Mar 2019

Emergency Department

 <sup>2</sup>

 <sup>2</sup>



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## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>Mangurian Building</b> 4500 Mellish Drive Jacksonville, FL 32224	<b>Services:</b> <ul style="list-style-type: none"> <li>• Computed Tomography (CT) (Outpatient)</li> <li>• Diagnostic Imaging (Outpatient)</li> <li>• General Practice (Outpatient)</li> <li>• Gynecology (Outpatient)</li> <li>• Hematology/Blood Treatment (Outpatient)</li> <li>• Infusion Therapy (Outpatient)</li> <li>• Magnetic Resonance Imaging (Outpatient)</li> <li>• Neurology (Outpatient)</li> <li>• Oncology/Cancer Care (Outpatient)</li> <li>• Other Medical/Dental Services (Outpatient)</li> <li>• Pharmacy/Dispensary, General (Outpatient)</li> <li>• Telehealth (Outpatient)</li> <li>• Telehealth - Non-Surgical (Outpatient)</li> <li>• Ultrasound (Outpatient)</li> </ul>
<b>Mayo Clinic</b> 4500 San Pablo Road Jacksonville, FL 32224	<b>Services:</b> <ul style="list-style-type: none"> <li>• Allergy (Outpatient)</li> <li>• Audiology (Outpatient)</li> <li>• Cardiology (Outpatient)</li> <li>• Computed Tomography (CT) (Outpatient)</li> <li>• Computed Tomography Angiography (CTA) (Outpatient)</li> <li>• Dermatology (Outpatient)</li> <li>• Diagnostic Imaging (Outpatient)</li> <li>• Echocardiography (Outpatient)</li> <li>• Family Practice (Outpatient)</li> <li>• Gastroenterology (Outpatient)</li> <li>• Gastroenterology Procedures (Outpatient)</li> <li>• General Practice (Outpatient)</li> <li>• Gynecology (Outpatient)</li> <li>• Internal Medicine (Outpatient)</li> <li>• Magnetic Resonance Angiography (MRA) (Outpatient)</li> <li>• Magnetic Resonance Imaging (Outpatient)</li> <li>• Mammography (Outpatient)</li> <li>• Nuclear Cardiology (Outpatient)</li> <li>• Nuclear Medicine (Outpatient)</li> <li>• Occupational Therapy (Outpatient)</li> <li>• Oncology/Cancer Care (Outpatient)</li> <li>• Optometry/Eye Care (Outpatient)</li> <li>• Orthopedic Medicine (Outpatient)</li> <li>• Otolaryngology/Ear, Nose, and Throat (Outpatient)</li> <li>• Pharmacy/Dispensary, General (Outpatient)</li> <li>• Physical Medicine and Rehabilitation (Outpatient)</li> <li>• Positron Emission Tomography (PET) (Outpatient)</li> <li>• Pulmonary Medicine (Outpatient)</li> <li>• Rheumatology (Outpatient)</li> <li>• Telehealth (Outpatient)</li> <li>• Telehealth - Non-Surgical (Outpatient)</li> <li>• Ultrasound (Outpatient)</li> <li>• Urology (Outpatient)</li> <li>• Vascular Medicine (Outpatient)</li> <li>• X-ray (Outpatient)</li> </ul>



## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>Mayo Clinic Hospital *</b> 4500 San Pablo Road Jacksonville, FL 32224	<b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Advanced Comprehensive Stroke Center</li> <li>Ventricular Assist Device</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Brachytherapy (Imaging/Diagnostic Services)</li> <li>Cardiac Catheterization Lab (Surgical Services)</li> <li>Cardiac Surgery (Surgical Services)</li> <li>Cardiothoracic Surgery (Surgical Services)</li> <li>Cardiovascular Unit (Inpatient)</li> <li>CT Scanner (Imaging/Diagnostic Services)</li> <li>Dialysis Unit (Inpatient)</li> <li>Ear/Nose/Throat Surgery (Surgical Services)</li> <li>Eating Disorders (Outpatient)</li> <li>EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</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>Inpatient Unit (Inpatient)</li> <li>Interventional Radiology (Inpatient, Imaging/Diagnostic Services)</li> <li>Magnetic Resonance Imaging (Imaging/Diagnostic Services)</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Medical ICU (Intensive Care Unit)</li> <li>Neuro/Spine ICU (Intensive Care Unit)</li> <li>Neuro/Spine Unit (Inpatient)</li> <li>Neurosurgery (Surgical Services)</li> <li>Non-Sterile Medication Compounding (Inpatient)</li> <li>Nuclear Medicine (Imaging/Diagnostic Services)</li> <li>Nuclear Pharmacy (Inpatient)</li> <li>Ophthalmology (Surgical Services)</li> <li>Orthopedic Surgery (Surgical Services)</li> <li>Orthopedic/Spine Unit (Inpatient)</li> <li>Outpatient Clinics (Outpatient)</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>Radiation Oncology (Imaging/Diagnostic Services)</li> <li>Sterile Medication Compounding (Inpatient)</li> <li>Surgical ICU (Intensive Care Unit)</li> <li>Surgical Unit (Inpatient)</li> <li>Thoracic Surgery (Surgical Services)</li> <li>Transplant Surgery (Surgical Services)</li> <li>Ultrasound (Imaging/Diagnostic Services)</li> <li>Urology (Surgical Services)</li> <li>Vascular Surgery (Surgical Services)</li> </ul>
<b>Mayo Clinic Outpatient Dialysis</b> 4500 San Pablo Road Jacksonville, FL 32224	<b>Services:</b> <ul style="list-style-type: none"> <li>Dialysis (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>



## Locations of Care

### \* Primary Location




Locations of Care	Available Services
<b>Mayo Clinic Primary Care - Gate Parkway</b> 7826 Ozark Drive Jacksonville, FL 32256	<b>Services:</b> <ul style="list-style-type: none"> <li>• Cardiology (Outpatient)</li> <li>• Diagnostic Imaging (Outpatient)</li> <li>• Echocardiography (Outpatient)</li> <li>• Family Practice (Outpatient)</li> <li>• Mammography (Outpatient)</li> <li>• Orthopedic Medicine (Outpatient)</li> <li>• Other Diagnostic Tests/Therapeutic (Outpatient)</li> <li>• Other Medical/Dental Services (Outpatient)</li> <li>• Physical Medicine and Rehabilitation (Outpatient)</li> <li>• Ultrasound (Outpatient)</li> <li>• X-ray (Outpatient)</li> </ul>
<b>Mayo Primary Care Center - St. Augustine</b> 110 Southwest Lake Drive Saint Augustine, FL 32086	<b>Services:</b> <ul style="list-style-type: none"> <li>• Diagnostic Imaging (Outpatient)</li> <li>• Family Practice (Outpatient)</li> <li>• Other Diagnostic Tests/Therapeutic (Outpatient)</li> <li>• X-ray (Outpatient)</li> </ul>
<b>Mayo Primary Care Center-Beaches</b> 742 Marsh Landing Parkway Jacksonville Beach, FL 32250	<b>Services:</b> <ul style="list-style-type: none"> <li>• Diagnostic Imaging (Outpatient)</li> <li>• Family Practice (Outpatient)</li> <li>• Other Diagnostic Tests/Therapeutic (Outpatient)</li> <li>• X-ray (Outpatient)</li> </ul>
<b>Sleep Disorders Center</b> 4634 Worrall Way Jacksonville, FL 32224	<b>Services:</b> <ul style="list-style-type: none"> <li>• Other Medical/Dental Services (Outpatient)</li> <li>• Sleep Studies (Outpatient)</li> </ul>















## 2017 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 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	





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### 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	
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	
	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: April 2018 - March 2019



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Compared to other Joint Commission Accredited Organizations

Measure Area	Explanation	Nationwide	Statewide
Emergency Department	This category of evidence based measures assesses the time patients remain in the hospital Emergency Department prior to inpatient admission.	 <sup>2</sup>	 <sup>2</sup>

Compared to other Joint Commission Accredited Organizations

Measure	Explanation	Hospital Results	Compared to other Joint Commission Accredited Organizations			
			Nationwide	Weighted	Statewide	Weighted
			Top 10% Scored at Most:	Median:	Top 10% Scored at Most:	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.	 <sup>2</sup>  107.00 minutes 615 eligible Patients	55.00	136.00	71.18	122.75



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\* This information can also be viewed at [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)

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