



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 with your comments and suggestions.





Summary of Quality Information

Symbol Key 3

-  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
 Ambulatory Care	Accredited	5/14/2021	5/13/2021	5/13/2021
 Hospital	Accredited	5/15/2021	5/14/2021	2/22/2022

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	4/22/2021	4/21/2021	4/21/2021
 Ventricular Assist Device	Certification	11/6/2019	1/14/2022	1/14/2022

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	2021 National Patient Safety Goals		 *
Hospital	2021 National Patient Safety Goals		 *



Locations of Care

* Primary Location	
Locations of Care	Available Services
Mangurian Building 4500 Mellish Drive Jacksonville, FL 32224	Other Clinics/Practices located at this site: <ul style="list-style-type: none">Mayo Clinic Chemotherapy Infusion CenterMayo Clinic Clinical Studies UnitMayo Clinic Hematology OncologyMayo Clinic LaboratoryMayo Clinic Neurology and NeurosurgeryMayo Clinic RadiologyMayo Clinic Sterile Compounding Pharmacy <hr/> Services: <ul style="list-style-type: none">Alternative/Complementary Care (Outpatient)Cardiology (Outpatient)Computed Tomography (CT) (Outpatient)Diagnostic Imaging (Outpatient)General Practice (Outpatient)Gynecology (Outpatient)Hematology/Blood Treatment (Outpatient)Infusion Therapy (Outpatient)Magnetic Resonance Imaging (Outpatient)Neurology (Outpatient)Oncology/Cancer Care (Outpatient)Other Diagnostic Tests/Therapeutic (Outpatient)Other Medical/Dental Services (Outpatient)Pharmacy/Dispensary, General (Outpatient)Telehealth (Outpatient)Telehealth - Non-Surgical (Outpatient)Ultrasound (Outpatient)



Locations of Care

* Primary Location

Locations of Care	Available Services
Mayo Clinic 4500 San Pablo Road Jacksonville, FL 32224	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Mayo Clinic Atrium COVID-19 Vaccine Clinic • Mayo Clinic Atrium Infusion Center • Mayo Clinic Cannaday COVID-19 Testing Center Services: <ul style="list-style-type: none"> • Allergy (Outpatient) • Alternative/Complementary Care (Outpatient) • Audiology (Outpatient) • Cardiology (Outpatient) • Computed Tomography (CT) (Outpatient) • Dermatology (Outpatient) • Diagnostic Imaging (Outpatient) • Echocardiography (Outpatient) • Family Practice (Outpatient) • Gastroenterology (Outpatient) • Gastroenterology Procedures (Outpatient) • General Practice (Outpatient) • Gynecology (Outpatient) • Infusion Therapy (Outpatient) • Internal Medicine (Outpatient) • Magnetic Resonance Imaging (Outpatient) • Mammography (Outpatient) • Nuclear Cardiology (Outpatient) • Nuclear Medicine (Outpatient) • Occupational Therapy (Outpatient) • Oncology/Cancer Care (Outpatient) • Optometry/Eye Care (Outpatient) • Orthopedic Medicine (Outpatient) • Other Medical/Dental Services (Outpatient) • Otolaryngology/Ear, Nose, and Throat (Outpatient) • Pharmacy/Dispensary, General (Outpatient) • Physical Medicine and Rehabilitation (Outpatient) • Positron Emission Tomography (PET) (Outpatient) • Pulmonary Medicine (Outpatient) • Rheumatology (Outpatient) • Ultrasound (Outpatient) • Urology (Outpatient) • Vascular Medicine (Outpatient) • X-ray (Outpatient)



Locations of Care

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Locations of Care	Available Services
Mayo Clinic Hospital * 4500 San Pablo Road Jacksonville, FL 32224	Joint Commission Advanced Certification Programs: <ul style="list-style-type: none"> Advanced Comprehensive Stroke Center Ventricular Assist Device Services: <ul style="list-style-type: none"> 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) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Gastroenterology (Surgical Services) GI or Endoscopy Lab (Imaging/Diagnostic Services) Gynecological Surgery (Surgical Services) Hazardous Medication Compounding (Inpatient) Hematology/Oncology Unit (Inpatient) Inpatient Unit (Inpatient) Interventional Radiology (Inpatient, Imaging/Diagnostic Services) 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) Nuclear Medicine (Imaging/Diagnostic Services) Nuclear Pharmacy (Inpatient) Ophthalmology (Surgical Services) Orthopedic Surgery (Surgical Services) Orthopedic/Spine Unit (Inpatient) Outpatient Clinics (Outpatient) Plastic Surgery (Surgical Services) Positron Emission Tomography (PET) (Imaging/Diagnostic Services) Post Anesthesia Care Unit (PACU) (Inpatient) Radiation Oncology (Imaging/Diagnostic Services) Sterile Medication Compounding (Inpatient) Surgical ICU (Intensive Care Unit) Surgical Unit (Inpatient) Thoracic Surgery (Surgical Services) Transplant Surgery (Surgical Services) Ultrasound (Imaging/Diagnostic Services) Urology (Surgical Services) Vascular Surgery (Surgical Services)
Mayo Clinic Outpatient Dialysis 4500 San Pablo Road Jacksonville, FL 32224	Services: <ul style="list-style-type: none"> Dialysis (Outpatient) Outpatient Clinics (Outpatient)



Locations of Care




* Primary Location

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









2021 National Patient Safety Goals

Symbol Key 3

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Ambulatory Care




Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	
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	
Universal Protocol	Conducting a Pre-Procedure Verification Process	

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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	