



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

-  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	8/16/2022	5/14/2021	8/15/2022

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 Total Hip and Total Knee Replacement	Certification	10/24/2022	9/21/2022	9/21/2022
 Ventricular Assist Device	Certification	1/15/2022	1/14/2022	1/14/2022

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))

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Ambulatory Care	2021 National Patient Safety Goals		 *
Hospital	2022 National Patient Safety Goals		 *



Locations of Care

* Primary Location	
Locations of Care	Available Services
Mayo Clinic (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 Department of Cardiovascular DiseasesMayo Clinic Department of Hematology and OncologyMayo Clinic Department of Integrative MedicineMayo Clinic Department of Laboratory Medicine and PathologyMayo Clinic Department of Neurology and NeurosurgeryMayo Clinic Department of RadiologyMayo Clinic Department of Women's HealthMayo Clinic Sterile Compounding Pharmacy Services: <ul style="list-style-type: none">Alternative/Complementary Care (Outpatient)Cardiology (Outpatient)Computed Tomography (CT) (Outpatient)Diagnostic Imaging (Outpatient)General Practice (Outpatient)Hematology/Blood Treatment (Outpatient)Infusion Therapy (Outpatient)Internal Medicine (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)Ultrasound (Outpatient)
Mayo Clinic (Pablo Oaks Building) 4315 Pablo Oaks Court Jacksonville, FL 32224	Other Clinics/Practices located at this site: <ul style="list-style-type: none">Mayo Clinic Department of Psychiatry and Psychology Services: <ul style="list-style-type: none">Other Medical/Dental Services (Outpatient)



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Locations of Care	Available Services
<p>Mayo Clinic Ambulatory Practices 4500 San Pablo Road Jacksonville, FL 32224</p>	<p>Other Clinics/Practices located at this site:</p> <ul style="list-style-type: none">• Mayo Clinic Ambulatory Surgery Center <p>Services:</p> <ul style="list-style-type: none">• Allergy (Outpatient)• Alternative/Complementary Care (Outpatient)• Audiology (Outpatient)• Cardiology (Outpatient)• Computed Tomography (CT) (Outpatient)• Computed Tomography Angiography (CTA) (Outpatient)• Dermatology (Outpatient)• Diagnostic Imaging (Outpatient)• Echocardiography (Outpatient)• Family Practice (Outpatient)• Gastroenterology (Outpatient)• Gastroenterology Procedures (Outpatient)• General Practice (Outpatient)• Internal Medicine (Outpatient)• Magnetic Resonance Angiography (MRA) (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)• Positron Emission Tomography (PET) (Outpatient)• Pulmonary Medicine (Outpatient)• Rheumatology (Outpatient)• Ultrasound (Outpatient)• Urology (Outpatient)• Vascular Medicine (Outpatient)• X-ray (Outpatient)



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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 Total Hip and Total Knee Replacement Ventricular Assist Device Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Department of Orthopedic Surgery Department of Physical Medicine and Rehabilitation Mayo Clinic Ambulatory Infusion Center Mayo Clinic Department of Apheresis and Bone Marrow Transplantation Mayo Clinic Department of Cardiopulmonary Rehabilitation Mayo Clinic Department of Dermatological Surgery Mayo Clinic Department of Pain Medicine and Pain Rehabilitation Mayo Clinic Department of Physical Medicine and Rehabilitation Mayo Clinic Department of Radiation Oncology Mayo Clinic Department of Radiology Mayo Clinic Department of Respiratory Services Mayo Clinic Digestive Diseases Center Mayo Clinic Neurological Testing (Electromyography) Mayo Clinic Spine Center 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) 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)



Locations of Care

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Locations of Care	Available Services
	<ul style="list-style-type: none"> 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) 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)
Mayo Clinic Primary Care - Gate Parkway 7826 Ozark Drive Jacksonville, FL 32256	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Mayo Clinic Department of Dermatology Mayo Clinic Department of Family Medicine Mayo Clinic Department of Laboratory Medicine and Pathology Mayo Clinic Department of Orthopedic Surgery Mayo Clinic Department of Physical Therapy and Occupational Mayo Clinic Department of Radiology Services: <ul style="list-style-type: none"> Dermatology (Outpatient) Diagnostic Imaging (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 Clinic Sleep Disorders Center (Basso Building) 4634 Worrall Way Jacksonville, FL 32224	Services: <ul style="list-style-type: none"> Other Medical/Dental Services (Outpatient) Sleep Studies (Outpatient)
Mayo Primary Care Center - St. Augustine 110 Southwest Lake Drive Saint Augustine, FL 32086	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Mayo Clinic Anticoagulation Clinic Mayo Clinic Department of Family Medicine Mayo Clinic Department of Laboratory Medicine and Pathology Mayo Clinic Department of Radiology Services: <ul style="list-style-type: none"> Diagnostic Imaging (Outpatient) Family Practice (Outpatient) Other Diagnostic Tests/Therapeutic (Outpatient) Other Medical/Dental Services (Outpatient) X-ray (Outpatient)



Locations of Care




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Locations of Care	Available Services
Mayo Primary Care Center-Beaches 742 Marsh Landing Parkway Jacksonville Beach, FL 32250	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Mayo Clinic Department of Family Medicine • Mayo Clinic Department of Laboratory Medicine and Pathology • Mayo Clinic Department of Radiology Services: <ul style="list-style-type: none"> • Diagnostic Imaging (Outpatient) • Family Practice (Outpatient) • Other Diagnostic Tests/Therapeutic (Outpatient) • Other Medical/Dental Services (Outpatient) • X-ray (Outpatient)









2021 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	
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	



2022 National Patient Safety Goals

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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	