



# 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
 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	<b>2021 National Patient Safety Goals</b>		 *
Hospital	<b>2022 National Patient Safety Goals</b>		 *



## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>Mayo Clinic (Mangurian Building)</b> 4500 Mellish Drive Jacksonville, FL 32224	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Mayo Clinic Chemotherapy Infusion Center</li> <li>Mayo Clinic Clinical Studies Unit</li> <li>Mayo Clinic Department of Cardiovascular Diseases</li> <li>Mayo Clinic Department of Hematology and Oncology</li> <li>Mayo Clinic Department of Integrative Medicine</li> <li>Mayo Clinic Department of Laboratory Medicine and Pathology</li> <li>Mayo Clinic Department of Neurology and Neurosurgery</li> <li>Mayo Clinic Department of Radiology</li> <li>Mayo Clinic Department of Women's Health</li> <li>Mayo Clinic Sterile Compounding Pharmacy</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Alternative/Complementary Care (Outpatient)</li> <li>Cardiology (Outpatient)</li> <li>Computed Tomography (CT) (Outpatient)</li> <li>Diagnostic Imaging (Outpatient)</li> <li>General Practice (Outpatient)</li> <li>Hematology/Blood Treatment (Outpatient)</li> <li>Infusion Therapy (Outpatient)</li> <li>Internal Medicine (Outpatient)</li> <li>Magnetic Resonance Imaging (Outpatient)</li> <li>Neurology (Outpatient)</li> <li>Oncology/Cancer Care (Outpatient)</li> <li>Other Diagnostic Tests/Therapeutic (Outpatient)</li> <li>Other Medical/Dental Services (Outpatient)</li> <li>Pharmacy/Dispensary, General (Outpatient)</li> <li>Ultrasound (Outpatient)</li> </ul>
<b>Mayo Clinic (Pablo Oaks Building)</b> 4315 Pablo Oaks Court Jacksonville, FL 32224	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Mayo Clinic Department of Psychiatry and Psychology</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Other Medical/Dental Services (Outpatient)</li> </ul>



Locations of Care

Locations of Care	Available Services
<div><div>* Primary Location</div><div><b>Mayo Clinic Ambulatory Practices</b> 4500 San Pablo Road Jacksonville, FL 32224</div></div>	<div><b>Other Clinics/Practices located at this site:</b><ul style="list-style-type: none"><li>Mayo Clinic Ambulatory Surgery Center</li></ul></div> <div><b>Services:</b><ul style="list-style-type: none"><li>Allergy (Outpatient)</li><li>Alternative/Complementary Care (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>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>Other Medical/Dental Services (Outpatient)</li><li>Otolaryngology/Ear, Nose, and Throat (Outpatient)</li><li>Pharmacy/Dispensary, General (Outpatient)</li><li>Positron Emission Tomography (PET) (Outpatient)</li><li>Pulmonary Medicine (Outpatient)</li><li>Rheumatology (Outpatient)</li><li>Ultrasound (Outpatient)</li><li>Urology (Outpatient)</li><li>Vascular Medicine (Outpatient)</li><li>X-ray (Outpatient)</li></ul></div>



## Locations of Care

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



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	<ul style="list-style-type: none"> <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 Unit (Inpatient)</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>
<b>Mayo Clinic Primary Care - Gate Parkway</b> 7826 Ozark Drive Jacksonville, FL 32256	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Mayo Clinic Department of Dermatology</li> <li>Mayo Clinic Department of Family Medicine</li> <li>Mayo Clinic Department of Laboratory Medicine and Pathology</li> <li>Mayo Clinic Department of Orthopedic Surgery</li> <li>Mayo Clinic Department of Physical Therapy and Occupational</li> <li>Mayo Clinic Department of Radiology</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Dermatology (Outpatient)</li> <li>Diagnostic Imaging (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 Clinic Sleep Disorders Center (Basso Building)</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>



## Locations of Care

### \* Primary Location




Locations of Care	Available Services
<b>Mayo Primary Care Center - St. Augustine</b> 110 Southwest Lake Drive Saint Augustine, FL 32086	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Mayo Clinic Anticoagulation Clinic</li> <li>• Mayo Clinic Department of Family Medicine</li> <li>• Mayo Clinic Department of Laboratory Medicine and Pathology</li> <li>• Mayo Clinic Department of Radiology</li> </ul> <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>• Other Medical/Dental Services (Outpatient)</li> <li>• X-ray (Outpatient)</li> </ul>
<b>Mayo Primary Care Center-Beaches</b> 742 Marsh Landing Parkway Jacksonville Beach, FL 32250	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Mayo Clinic Department of Family Medicine</li> <li>• Mayo Clinic Department of Laboratory Medicine and Pathology</li> <li>• Mayo Clinic Department of Radiology</li> </ul> <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>• Other Medical/Dental Services (Outpatient)</li> <li>• X-ray (Outpatient)</li> </ul>











## 2021 National Patient Safety Goals

### 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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### 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

### Symbol Key

-  The organization has met the National Patient Safety Goal.
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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	