



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 | 2/22/2024 | 2/22/2024 |
|  Hospital | Accredited | 8/16/2022 | 2/23/2024 | 2/23/2024 |

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)

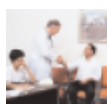
Ventricular Assist Device

| 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 | 2/2/2024 | 2/1/2024 | 2/1/2024 |

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 | 2021National Patient Safety Goals |  |  * |
| Hospital | 2022National 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 Center • Mayo Clinic Clinical Studies Unit • Mayo Clinic Department of Cardiovascular Diseases • Mayo Clinic Department of Hematology and Oncology • Mayo Clinic Department of Integrative Medicine • Mayo Clinic Department of Laboratory Medicine and Pathology • Mayo Clinic Department of Neurology and Neurosurgery • Mayo Clinic Department of Radiology • Mayo Clinic Department of Women's Health • Mayo 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 |
|--|--|
| Mayo Clinic Ambulatory Practices 4500 San Pablo Road Jacksonville, FL 32224 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Mayo Clinic Ambulatory Surgery Center Services: <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) |



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|---|--|
| <p>Mayo Clinic Hospital * 4500 San Pablo Road Jacksonville, FL 32224</p> | <p>Joint Commission Advanced Certification Programs:</p> <ul style="list-style-type: none"> Advanced Total Hip and Total Knee Replacement Ventricular Assist Device <p>Other Clinics/Practices located at this site:</p> <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 Transpla Mayo Clinic Department of Cardiopulmonary Rehabilitation Mayo Clinic Department of Dermatological Surgery Mayo Clinic Department of Pain Medicine and Pain Rehabilitat Mayo Clinic Department of Physical Medicine and Rehabilitati Mayo Clinic Department of Radiation Oncology Mayo Clinic Department of Radiology Mayo Clinic Department of Respiratory Services Mayo Clinic Digestive Diseases Center Mayo Clinic Hematology Oncology Transitions Care Unit – Infu Mayo Clinic Neurological Testing (Electromyography) Mayo Clinic Spine Center <p>Services:</p> <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) 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) |



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|--|--|
| | <ul style="list-style-type: none"> • 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) • 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) |
| 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) |



Locations of Care







* Primary Location

| Locations of Care | Available Services |
|--|--|
| 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) |
| 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

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 |  |

Symbol Key

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2022 National Patient Safety Goals

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 | ✓ |

Symbol Key

- ✓ The organization has met the National Patient Safety Goal.
- ✗ The organization has not met the National Patient Safety Goal.
- N/A The Goal is not applicable for this organization.

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