



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.

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.
-  This organization's performance is below the target range/value.
-  This Measure is not applicable for this organization.
-  Not displayed




Footnote Key

1. The Measure or Measure Set was not reported.
2. The Measure Set does not have an overall result.
3. The number of patients is not enough for comparison purposes.
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.
8. The number of months with Measure data is below the reporting requirement.
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
 Home Care	Accredited	2/9/2018	2/8/2018	2/8/2018
 Hospital	Accredited	2/10/2018	2/9/2018	2/9/2018

Accreditation programs recognized by the Centers for Medicare and Medicaid Services (CMS) Hospital







Certified Programs	Certification Decision	Effective Date	Last Full Review Date	Last On-Site Review Date
 Joint Replacement - Hip	Certification	3/28/2018	3/27/2018	3/27/2018
 Joint Replacement - Knee	Certification	3/28/2018	3/27/2018	3/27/2018
 Joint Replacement - Shoulder	Certification	3/29/2018	3/28/2018	3/28/2018

Other Accredited Programs/Services

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

Special Quality Awards

2012 Top Performer on Key Quality Measures®

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Home Care	2018 National Patient Safety Goals		 *
Hospital	2018 National Patient Safety Goals		 *
Reporting Period: Oct 2018 - Sep 2019	National Quality Improvement Goals:		
	Emergency Department	 ²	 ²



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



Locations of Care

* Primary Location

Locations of Care	Available Services
AdventHealth Imaging Palm Coast 120 Cypress Edge Drive; Suite 103 Palm Coast, FL 32164	Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient)
AdventHealth Prompt Care Palm Coast 120 Cypress Edge Drive, Suite 102 Palm Coast, FL 32164	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
AdventHealth Sports Med & Rehab Freytag 120 Cypress Edge Dr., Suite 101 Palm Coast, FL 32164	Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient)
Memorial Hospital Flagler Inc. * DBA: AdventHealth Palm Coast 60 Memorial Medical Parkway Palm Coast, FL 32164	Joint Commission Certified Programs: <ul style="list-style-type: none"> Joint Replacement - Hip Joint Replacement - Knee Joint Replacement - Shoulder Services: <ul style="list-style-type: none"> Cardiac Catheterization Lab (Surgical Services) CT Scanner (Imaging/Diagnostic Services) 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) Inpatient Unit (Inpatient) Interventional Radiology (Imaging/Diagnostic Services) Magnetic Resonance Imaging (Imaging/Diagnostic Services) Medical /Surgical Unit (Inpatient) Medical ICU (Intensive Care Unit) Nuclear Medicine (Imaging/Diagnostic Services) Orthopedic Surgery (Surgical Services) 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) Teleradiology (Imaging/Diagnostic Services) Thoracic Surgery (Surgical Services) Ultrasound (Imaging/Diagnostic Services) Urology (Surgical Services) Vascular Surgery (Surgical Services)



Memorial Hospital Flagler, Inc.

DBA: AdventHealth Palm Coast,
60 Memorial Medical Parkway, Palm Coast, FL

Org ID: 466350



Locations of Care




* Primary Location

Locations of Care	Available Services
Memorial Hospital Flagler, Inc. DBA: Stuart F. Meyer HospiceHouse 150 Memorial Medical Parkway Palm Coast, FL 32164	Services: <ul style="list-style-type: none"> Hospice Care
Memorial Hospital Flagler, Inc. DBA: AdventHealth Hospice Care East Florida 770 W. Granada Blvd, Suite 304 Ormond Beach, FL 32174	Services: <ul style="list-style-type: none"> Hospice Care
Memorial Hospital Flagler, Inc. DBA: AdventHealth Town Center Surgery 21 Hospital Drive, Suite 220 Palm Coast, FL 32164	Services: <ul style="list-style-type: none"> Administration of Blood Product (Outpatient) Administration of High Risk Medications (Outpatient) Ambulatory Surgery Center (Outpatient) Anesthesia (Outpatient) Perform Invasive Procedure (Outpatient)
Memorial Hospital Flagler, Inc. DBA: AdventHealth Home Care East Florida 1061 Medical Center Drive, Suite 112 Orange City, FL 32763	
Memorial Hospital Flagler, Inc. DBA: AdventHealth Home Care East Florida 770 W Granada Blvd., Suite 319 Ormond Beach, FL 32174	Services: <ul style="list-style-type: none"> Home Health Aides Home Health, Non-Hospice Services Medical Social Services Occupational Therapy Physical Therapy Skilled Nursing Services Speech Language Pathology
Memorial Hospital Flagler, Inc. DBA: AdventHealth Hospice Care East Florida 1055 Saxon Blvd. Orange City, FL 32763	Services: <ul style="list-style-type: none"> Hospice Care








2018 National Patient Safety Goals

Symbol Key

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-  The Goal is not applicable for this organization.

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Home Care

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	
Improve the safety of using medications.	Reconciling Medication Information	
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	
Reduce the risk of patient harm resulting from falls.	Implementing a Fall Reduction Program	
The organization identifies safety risks inherent in its patient population.	Identifying Risks Associated with Home Oxygen	



















2018 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	
	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: October 2018 - September 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.	2	2

Compared to other Joint Commission
Accredited Organizations

Measure	Explanation	Hospital Results	Compared to other Joint Commission Accredited Organizations			
			Nationwide		Statewide	
			Top 10% Scored at Most:	Weighted Median:	Top 10% Scored at Most:	Weighted 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.	2 77.00 minutes 916 eligible Patients	55.00	134.00	68.01	123.88



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* This information can also be viewed at www.hospitalcompare.hhs.gov

---- Null value or data not displayed.

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