

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, 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 the key area of 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.




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

-  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 | 9/8/2009 | 7/14/2009 | 7/14/2009 |

| | | Compared to other Joint Commission Accredited Organizations | |
|-----------------|---|---|---|
| | | Nationwide | Statewide |
| Ambulatory Care | 2009 National Patient Safety Goals |  |  * |



Locations of Care




* Primary Location

| Locations of Care | Available Services |
|---|--|
| Primary Care Medical Services of Poinciana, Inc. * 105 N. Doverplum Avenue Poinciana, FL 34758 | <ul style="list-style-type: none"> • Family Practice (Outpatient) • Internal Medicine (Outpatient) • Obstetrics (Outpatient) • Pediatric Medicine (Outpatient) |
| The Center for Women and Family Health at St. Cloud 1050 Grape Avenue Saint Cloud, FL 34769 | <ul style="list-style-type: none"> • Family Practice (Outpatient) • Obstetrics (Outpatient) • Pediatric Medicine (Outpatient) |
| The Center for Women and Family Health at Stadium Place 1503-1507 Bill Beck Boulevard Kissimmee, FL 34744 | <ul style="list-style-type: none"> • Family Practice (Outpatient) • Internal Medicine (Outpatient) • Obstetrics (Outpatient) • Pediatric Medicine (Outpatient) • Pharmacy/Dispensary (Outpatient) |

















2009 National Patient Safety Goals

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Ambulatory Care

| 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. | Reading Back Verbal Orders |  |
| | Creating a List of Abbreviations Not to Use |  |
| | Timely Reporting of Critical Tests and Critical Results |  |
| | Managing Hand-Off Communications |  |
| Improve the safety of using medications. | Managing Look Alike, Sound Alike Medications |  |
| | Labeling Medications |  |
| | Reducing Harm from Anticoagulation Therapy |  |
| Reduce the risk of health care-associated infections | Meeting Hand Hygiene Guidelines |  |
| | Sentinel Events Resulting from Infection |  |
| | Preventing Central-Line Associated Blood Stream Infections |  |
| | Preventing Surgical Site Infections |  |
| Reduce the risk of surgical fires. | Preventing Surgical Fires |  |
| Encourage patients' active involvement in their own care as a patient safety strategy. | Patient and Family Reporting of Safety Concerns |  |
| Universal Protocol | Conduct a pre-operative verification process |  |
| | Mark the operative site |  |
| | Conduct a "time out" immediately before starting the procedure |  |