



Organizations that have achieved
The Gold Seal of Approval® from
The Joint Commission®



Quality Report





Mayo Clinic Florida

HCO ID: 369946
4500 San Pablo Road
Jacksonville, FL, 32224
(904) 953-2100
www.mayoclinic.org

Summary of Quality Information

Accreditation Programs

[View Accreditation History](#)

	Ambulatory Care	Accreditation Decision Accredited	Effective Date 7/14/2017	Last Full Survey Date 7/13/2017	Last On-Site Survey Date 7/13/2017
	Hospital	Accreditation Decision Accredited	Effective Date 7/14/2017	Last Full Survey Date 7/13/2017	Last On-Site Survey Date 8/22/2017

Advanced Certification Programs

[View Certification History](#)



[Advanced Comprehensive Stroke Center](#)

Certification Decision

[Certification](#)

Effective Date

5/12/2018

Last Full Survey Date

5/11/2018

Last On-Site Survey Date

5/11/2018



[Ventricular Assist Device](#)

Certification Decision

[Certification](#)

Effective Date

11/6/2019

Last Full Survey Date

11/5/2019

Last On-Site Survey Date

11/5/2019

Sites

Mangurian Building

4500 Mellish Drive
Jacksonville, FL, 32224

Available Services

- Computed Tomography (CT) (Outpatient)
- Diagnostic Imaging (Outpatient)
- General Practice (Outpatient)
- Gynecology (Outpatient)
- Hematology/Blood Treatment (Outpatient)
- Infusion Therapy (Outpatient)
- Magnetic Resonance Imaging (Outpatient)
- Neurology (Outpatient)
- Oncology/Cancer Care (Outpatient)
- Other Medical/Dental Services (Outpatient)
- Pharmacy/Dispensary, General (Outpatient)
- Telehealth (Outpatient)
- Telehealth - Non-Surgical (Outpatient)
- Ultrasound (Outpatient)

Mayo Clinic

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Available Services

- Allergy (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)
- Gynecology (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)
- Otolaryngology/Ear, Nose, and Throat (Outpatient)
- Pharmacy/Dispensary, General (Outpatient)
- Physical Medicine and Rehabilitation (Outpatient)
- Positron Emission Tomography (PET) (Outpatient)
- Pulmonary Medicine (Outpatient)
- Rheumatology (Outpatient)
- Telehealth (Outpatient)
- Telehealth - Non-Surgical (Outpatient)
- Ultrasound (Outpatient)
- Urology (Outpatient)
- Vascular Medicine (Outpatient)
- X-ray (Outpatient)

Mayo Clinic Hospital

4500 San Pablo Road
Jacksonville, FL, 32224

Available Services

- 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
- 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)
- Interventional Radiology (Inpatient)
- Interventional Radiology (Imaging/Diagnostic Services)
- Magnetic Resonance Imaging (Imaging/Diagnostic Services)
- Medical /Surgical Unit (Inpatient)
- Medical ICU (Intensive Care Unit)
- Neuro/Spine ICU (Intensive Care Unit)
- Neuro/Spine 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)
- Ultrasound (Imaging/Diagnostic Services)
- Urology (Surgical Services)
- Vascular Surgery (Surgical Services)

Certification Programs

- Advanced Comprehensive Stroke Center
- Ventricular Assist Device

Mayo Clinic Outpatient Dialysis

4500 San Pablo Road
Jacksonville, FL, 32224

Available Services

- Dialysis (Outpatient)
- Outpatient Clinics (Outpatient)

Mayo Clinic Primary Care - Gate Parkway

7826 Ozark Drive
Jacksonville, FL, 32256

Available Services

- Cardiology (Outpatient)
- Diagnostic Imaging (Outpatient)
- Echocardiography (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 Primary Care Center - St. Augustine

110 Southwest Lake Drive
Saint Augustine, FL, 32086

Available Services

- Diagnostic Imaging (Outpatient)
- Family Practice (Outpatient)
- Other Diagnostic Tests/Therapeutic (Outpatient)
- X-ray (Outpatient)

Mayo Primary Care Center-Beaches

742 Marsh Landing Parkway
Jacksonville Beach, FL, 32250

Available Services

- Diagnostic Imaging (Outpatient)
- Family Practice (Outpatient)
- Other Diagnostic Tests/Therapeutic (Outpatient)
- X-ray (Outpatient)

Sleep Disorders Center

4634 Worrall Way
Jacksonville, FL, 32224

Available Services

- Other Medical/Dental Services (Outpatient)
- Sleep Studies (Outpatient)

Special Quality Awards

Due to our commitment to accurate data reporting, The Joint Commission is suspending the practice of updating Special Quality Awards until further notice







- **2015** ACS National Surgical Quality Improvement Program
- **2015** Magnet Award

Cooperative Agreements

Hospital - Accredited by [American College of Surgeons-Commission on Cancer \(ACoS-COC\)](#)

National Patient Safety Goals and National Quality Improvement Goals

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

Measures Footnote Key

1. The measure or measure set was not reported.
2. The measure set does not have an overall result.
3. The number 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.

The Joint Commission only reports measures endorsed by the [National Quality Forum](#).

* This information can also be viewed at [Hospital Compare](#).

** Indicates per 1000 hours of patient care.

*** The measure was not in effect for this quarter.

---- Null value or data not displayed.

Ambulatory Care	2017 National Patient Safety Goals	Nationwide Comparison:	Statewide Comparison:
Hospital	2017 National Patient Safety Goals	Nationwide Comparison:	Statewide Comparison:
<p>Reporting Period: October 2018 - September 2019</p> <p>National Quality Improvement Goals:</p>			
	Emergency Department	National Comparison:	Statewide Comparison:

[New Changes to Quarterly Measure](#)

[Download Quarterly Measure Results](#)

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* State results are not calculated for the National Patient Safety Goals.

National Quality Improvement Goals:

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Measure Area	Nationwide	Statewide
Emergency Department Compared to Other Joint Commission Accredited Organizations		
Read More		

Measure	Hospital Results	Nationwide Top 10% Scored at Most	Weighted Median	Statewide Top 10% Scored at Most	Weighted Median	Average Rate	
Admit Decision Time to ED							
Departure Time for Admitted Patients	117.00 minutes 615 eligible Patients	Nationwide Statewide	Top 10% Scored at Least	55.00	134.00		68.01 123.88
Read More							
See Quarterly Results							

Quarterly Measure Results

Number of Eligible Patients
Weighted Median Minutes
Nationwide Weighted Median Minutes

Oct - Dec 2018

615
132.00
134.85

Jan - Mar 2019

615
112.00
148.85

Apr - Jun 2019

615
124.00
129.03

Jul - Sep 2019

615
99.00
123.40