



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](http://www.mayoclinic.org)

## Summary of Quality Information

### Accreditation Programs

#### [View Accreditation History](#)



#### [Ambulatory Care](#)

**Accreditation Decision**  
[Accredited](#)

**Effective Date**  
5/14/2021

**Last Full Survey Date**  
5/13/2021

**Last On-Site Survey Date**  
5/13/2021



#### [Hospital](#)

**Accreditation Decision**  
[Accredited](#)

**Effective Date**  
5/15/2021

**Last Full Survey Date**  
5/14/2021

**Last On-Site Survey Date**  
5/14/2021

## Advanced Certification Programs

### [View Certification History](#)



#### [Advanced Comprehensive Stroke Center](#)

##### **Certification Decision**

[Certification](#)

##### **Effective Date**

4/22/2021

##### **Last Full Survey Date**

4/21/2021

##### **Last On-Site Survey Date**

4/21/2021



#### [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 )

## **Other Clinics/Practices Located at This Site:**

- Mayo Clinic Chemotherapy Infusion Center
- Mayo Clinic Clinical Studies Unit
- Mayo Clinic Hematology Oncology
- Mayo Clinic Laboratory
- Mayo Clinic Neurology and Neurosurgery
- Mayo Clinic Radiology
- Mayo Clinic Sterile Compounding Pharmacy

## **Mayo Clinic**

4500 San Pablo Road  
Jacksonville, FL, 32224

## **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 )
- Other Medical/Dental Services (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 )
- Dermatology (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.

<b>Ambulatory Care</b>	<a href="#">2021 National Patient Safety Goals</a>	Nationwide Comparison:	Statewide Comparison:
<b>Hospital</b>	<a href="#">2021 National Patient Safety Goals</a>	Nationwide Comparison:	Statewide Comparison:
<b>Reporting Period: January 2019 - December 2019</b> <a href="#">National Quality Improvement Goals:</a>			
	<a href="#">Emergency Department</a>	National Comparison:	Statewide Comparison:

### New Changes to Quarterly Measure

[Download Quarterly Measure Results](#)

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

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

## National Quality Improvement Goals:

### Mayo Clinic Florida

HCO ID: 369946  
 4500 San Pablo Road  
 Jacksonville , FL, 32224

Measure Area	Nationwide	Statewide
Emergency Department Compared to Other Joint Commission Accredited Organizations		
<a href="#">Read More</a>		

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	116.00 minutes 595 eligible Patients	Nationwide Statewide	Top 10% Scored at Least	55.00	133.00	65.60 123.98
<a href="#">Read More</a>						
<a href="#">See Quarterly Results</a>						



## Quarterly Measure Results

Number of Eligible Patients  
Weighted Median Minutes  
Nationwide Weighted Median Minutes

### Jan - Mar 2019

595  
112.00  
149.03

### Apr - Jun 2019

595  
124.00  
129.15

### Jul - Sep 2019

595  
99.00  
123.92

### Oct - Dec 2019

595  
128.00  
129.12