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mayoclinic.org

June 5, 2015

Honorable Elizabeth Dudek  
Secretary  
Florida Agency for Health Care Administration  
2727 Mahan Drive  
Mail Stop 1  
Tallahassee, FL 32308

Dear Secretary Dudek,

Thank you for your letter of May 24, 2015 requesting additional information about Mayo Clinic in furtherance of the work of Governor Scott's Commission on Healthcare and Hospital Funding.

**Quality and outcomes**

Mayo Clinic's patients have high expectations for quality, outcomes, and value. We use an evidence based Quality Performance Improvement Plan, which details the responsibilities, data collection, analysis, training, and communications supporting continuous quality improvement in all areas of the Clinic and hospital. The Performance Improvement Plan is updated annually and is approved and monitored by our Executive Operations Team.

Mayo Clinic's hospital participates in the Florida Hospital Uniform Reporting System (FHURS) data collection conducted by the Agency. We also supply data to CMS, UNOS, CDC and other agencies. We ask that you rely directly on these for accurate comparisons of our data to that of our peers.

Additional quality data is available on various public websites, including [Medicare's Hospital Compare](#), [hospitalsafteyscore.org](http://hospitalsafteyscore.org), [Floridahealthfinder.gov](http://Floridahealthfinder.gov), the [Leapfrog Group](#), the [Joint Commission](#) and many others. We also provide quality and safety information on [our intranet pages](#), and in public areas of the hospital and Clinic.

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As examples, we have received the Leapfrog Group's "A" rating for safety for the past five years, and have been rated by Consumer Reports as the second safest teaching hospital in the nation (only behind Mayo's Arizona campus). We also recently received a 5 star rating for patient experience from Medicare's Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS), one of only four hospitals in Florida to receive the highest grade. We have been recognized by the Florida Department of Health as one of the first Cancer Centers of Excellence in the state and were the first hospital in Florida certified as a comprehensive stroke center by the Joint Commission.

Our mortality index continues to rank in the best decile compared to our peers, while our average length of stay is one of the lowest in the state, even with our above average case mix.

**Executive compensation**

Mayo Clinic's executive and key employee compensation is reported in our publicly available IRS 990 forms and in FHURS. We are unclear if you are asking for additional information and request further guidance.

I hope this information is useful to the Commission.

Sincerely,

A handwritten signature in black ink, appearing to read "Gianrico". The signature is fluid and cursive, with a long horizontal stroke at the end.

Gianrico Farrugia, M.D.  
CEO, Mayo Clinic in Florida  
Vice President, Mayo Clinic