MAYO CLINIC

Achieving the Vision

Spring 2008

Introducing the Hospital at Mayo Clinic

Drs. William and Charles Mayo

Dr. George Bartley (left) and Bob Brigham

It's official. The new hospital at Mayo Clinic in Jacksonville, Fla., is complete and welcomes its first patients on April 12. The hospital closes the circle, bringing all parts that comprise modern health care together in one place to work in concert for the patient.

Physicians from various specialties join forces, using the latest technology and their collective expertise, to thoroughly evaluate patient concerns and solve complex diagnostic problems. Treatment is as close as down the hall but no farther than the next building. With the hospital opening on the San Pablo Road campus, the vision that Drs. William and Charles Mayo had of creating a unified, integrated medical practice to meet patients' needs is possible.

This final edition of *Achieving the Vision* is your guide to the state-of-the-art hospital and an introduction to what sets the hospital at Mayo Clinic apart.

The Mayo Building's exterior walls are clad in glass, white metal panels and Minnesota limestone.

Living the Dream

Like anything worth doing, creating a new hospital on Mayo Clinic's Jacksonville campus was no easy feat. It took years of planning, fund-raising, clearing legal hurdles and steadfast determination.

"There is a huge sense of excitement, optimism and eager anticipation among the staff about their new workplace," says Bob Brigham, chief administrative officer of Mayo Clinic in Jacksonville. The new hospital is unique in many ways, beginning with the way it was funded.

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Living the Dream

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In 1910, Dr. William J. Mayo said: "The best interest of the patient is the only interest to be considered…" Today, "the needs of the patient come first" is what guides Mayo Clinic in all of its decisions.

For the first time in Mayo Clinic history, its leaders elected not to fund a major project from institutional savings, which were needed to support commitments in research and education. "Because of the challenging financial environment in medicine today, we realized that if we wanted the new hospital we would have to raise the funds up front," says Dr. George Bartley, chief executive officer. "But fortunately, our grateful patients appreciated what this hospital would mean to the community, the region, and beyond, and made generous commitments that got the ball rolling. Their gifts eventually totaled more than $87 million. Additionally, we went to our staff for contributions, which was a first at Mayo."

Mayo employees responded enthusiastically with donations totaling $1.7 million. The sale of St. Luke's Hospital provided the bulk of the necessary funding.

Having the hospital on the same campus as Mayo's outpatient services, research and education programs is a dream realized. "One of the beautiful things about this hospital is that it is literally surrounded by the outpatient practice. It wraps right around the hospital," says Brigham.

"When you have part of your practice 12 miles away, it creates inefficiencies. Now, if a doctor who's in the hospital has a patient in the clinic, the doctor can simply walk over to see the patient," Brigham says. "This continuity benefits our patients."

Continuity is also key to preparing the hospital and the Mayo campus for the future. The six-story, 214-bed hospital building was designed for expansion to 16 floors and 500 beds.

"As medicine evolves, we are moving to more outpatient-based, minimally invasive surgery," says Brigham. "Health care of the future is our goal, and that future may not be hospital-centric. We'll expand as the needs of our patients require."

A Look from the Outside

Classic and contemporary

Architecture is more than bricks and mortar. It sets the tone for expectations. The new hospital reflects Mayo's belief that a healing atmosphere fosters quality patient care.

"This project follows a 100-year Mayo heritage of constructing highly sophisticated buildings in the engineering sense," says David Martin, section head for Campus Projects and Support. "The superior systems in this complex have a direct and positive impact on patient care."

Its "transitional" architecture featuring stone, glass and metal panels is a blend of traditional and contemporary. "We designed the hospital to be here for the long term," says Leigh Palmer, section head of Planning and Design. "We wanted it to convey our innovative, high-tech medical environment and, at the same time, a place of hope and healing."

"Mayo excels at creating buildings that convey a sense of healing."

— Robert Walters, hospital project administrator

Stone columns rising from a reflecting pool support a graceful, three-story-high canopy, the first thing patients and visitors see when they arrive at the Mayo Building. Featuring a wing-like archway, the entrance is both sculpture and architecture. "The entryway is a very important visual element for a building," explains Robert Fontaine, chair of Campus Planning, Projects and Operations. "It creates that first impression, so it has to be welcoming and uplifting."

A Look at the Inside

More than just a pretty space

In the lobby, terrazzo floors and stone columns exude strength, while fabric panels and rich color accents wrap the space in warmth. The centerpiece is a radiant, one-of-a-kind, blown-glass chandelier by Dale Chihuly, an artist world-renowned for his contemporary glass sculptures. The chandelier is a gift from A. Dano Davis and Dorothy Davis Smith in honor of their mother, Florence Davis. The Davis family donated the land for the Mayo campus. Nearby, a sheet of water flows seamlessly down a 14½-foot wall of blue marble, creating soothing sounds to wash away tension.

Throughout the hospital's interior, there is a focus on creating a calm and nurturing environment.

On one side of the lobby is Heritage Hall. This exhibit celebrates Mayo's history, current activities and future plans, along with the key role of philanthropy in fulfilling the mission of Mayo Clinic. Benefactors John T. and Lillian G. Mathews provided

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"Hopefully, patients will feel a difference when they walk into the lobby."

–Jane Ford, Quality & Planning Services

A Look at the Inside

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"Patients wanted a light, bright room, a calming and soothing environment. Nurses wanted space.We have all of that and more."

–Hilary Mathews, hospital administrator

"Patient care is much improved with nurses' stations at the room."

–Dr. Nancy Dawson, Hospital Internal Medicine

funding to establish a Heritage Hall on each Mayo campus.

The new hospital was designed from the inside out, meaning that the interior space, room configurations and intended traffic flow took precedence over the exterior design. This approach emphasizes patient care and comfort. In fact, patients provided their input through focus groups.

The benefits are evident in the size of the patient rooms — 350 square feet — twice as large as average sized patient rooms. This allows rooms to easily be reconfigured to meet patient needs. For example, each room is wired for use as an intensive care unit or a typical patient room.

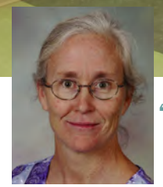
Patient rooms are designed with three distinct zones — the family zone, which includes a sleeper sofa, the patient zone and the caregiver zone. The rooms have a warm, residential décor with oversized windows to provide natural light.

Extra-wide 10-foot hallways with rooms on only one side create a quieter, less hectic atmosphere. The ceilings are acoustically designed to further absorb sound. Wide hallways provide the necessary space for a teaching institution with resident physicians making rounds, as well as the equipment required in a specialty acute-care hospital.

Safety by Design

The most important element of the hospital's design is safety. The layout was created to maximize patient safety through a logical and efficient design. Each patient room is identical in size, layout and geometry so the staff knows exactly where to find equipment and supplies.

This type of standardization reduces errors and can also be found in the Fourth Floor Surgery Suite, where the 16 new operating rooms each measure about 700 square feet, much larger than average. Most of the equipment is hung from the ceiling to free space and eliminate hazards in the operating rooms.



"The circular layout of the nursing unit allows for visibility of the patients that you can't achieve with a linear design. As a team, we'll be more efficient and better able to respond and anticipate patient problems and needs."

—Registered nurse Kelly Wise, Cardiovascular Diseases

One of the most innovative aspects of the new hospital is the "sterile core" in the surgery suite. Instruments and surgery supplies are ordered and assembled in a central service supply area located directly beneath the operating rooms. When ready, sterile supplies are transported via dedicated elevators directly to the operating room core. Used supplies are covered and removed through a separate exit and sent down a different elevator. This is unique to Mayo Clinic and prevents sterile supplies from crossing paths with used supplies.

Proximity to patients is a big part of the safety equation. With that in mind, nurses' work stations are located between every two patient rooms so that nurses can monitor and care for patients without walking long distances to get medical records and information.

The "racetrack" or circular design of the patient floors creates a center area for storage, work rooms and support services, which contributes to a safer and more logical environment.

Being close to Florida's coast made storm safety critical. The ground floor is 16 feet above sea level and well above potential high-water levels to reduce risks of flooding. In addition to being able to withstand up to a Category 5 hurricane, there are several back-up systems, including power, water, air-conditioning and sewage along with auxiliary communications, such as two-way radios, cell phones and satellite phones. Patient medical records are backed up routinely as well so they can be readily available during a power outage.

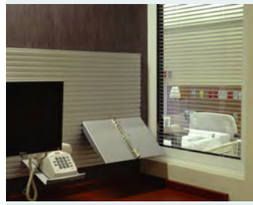
Patient Comforts

Patient rooms are designed to feel like home with many amenities to make stays as comfortable as possible, including:

- 32-inch LCD TVs in all patient rooms
- Wireless internet access
- Built-in shelving to store personal items
- In-building cell-phone signal boosters
- Room service for all meals

"One of the things that make a stay better is to be in surroundings where you are comfortable and so is the family. It's not good for patients to be without family."

–Bob Aronson, heart transplant patient



Nurses' work stations are located between every two patient rooms so that nurses can monitor and care for patients without walking long distances to get medical records and information.

"Having the hospital on the clinic's campus will allow us to think more innovatively about how we can re-engineer health-care delivery. We all face multiple challenges as the technology we have at our fingertips gets more and more difficult to master. Being able to integrate it all across the continuum of outpatient and inpatient care gives us a chance to chart new waters."

–Dr. Charles Burger, hospital medical director

Medical Innovation

With the opening of the hospital, Mayo Clinic's campus becomes fully integrated, with inpatient and outpatient care, research and education in one location.

"This configuration is ideal for testing new models and for pushing the envelope on streamlining the patient's episode of care," says Bob Brigham, chief administrative officer. "We really have an ideal setting to experiment, learn and make new discoveries."

Advanced technology in the operating suites will enable surgeons to develop and perform innovative procedures that are less invasive, more economical and more effective.

One example is the intraoperative MRI, which allows surgeons to use real-time imaging as they operate. A unique ceiling-mounted track moves the MRI system to the patient. Real-time images are provided during surgery to, for example, help surgeons see if the brain has shifted or if they've removed the entire tumor. The intraoperative MRI is separated from the operating room by sliding doors. At the push of a button, the doors open and the equipment travels along the ceiling-mounted rail system to the operating room in just 90 seconds. Mayo is the only center in the Southeast with this equipment.

Quicker access to information plays a big role in enhancing patient care. Computerized systems speed the flow of important decision-making information to physicians and nurses. Mayo's electronic medical record provides up-to-the-minute details on test results, treatment plans and progress as well as the patient's medical history.

The hospital also features a filmless, computerized radiology system that displays medical images on a computer screen within moments of being taken. This allows physicians in multiple locations to view images simultaneously as they collaborate in patient care.

The driving factor for all the hospital's technological advancements is the desire to improve outcomes, safety and service. Combined with the compassion that has characterized Mayo Clinic care for more than a century, the new hospital will go a long way toward meeting the needs of our patients and their families.

Mayo Clinic's Emergency Department is a community resource open to everyone.

Mayo's Emergency Department Open to All

Along with all of the advanced medical services, the community will benefit from the new hospital's Emergency Department (ED), which is available to anyone needing emergency services.

"The ED is a community resource open to everyone, regardless of whether or not they are a Mayo patient," says Dr. Scott Silvers. Even patients whose insurance doesn't cover care at Mayo Clinic are able to come to Mayo's ED, because most insurance plans cover emergency care.

The entire hospital is prewired so vital signs can be monitored at the patient's bedside. This allows many patients to be cared for by nurses with expertise in their specific health conditions, rather than being moved to a dedicated monitoring unit.

The ED has 21 beds, including three observation beds. It provides all of the routine emergency services found in any ED, along with state-of-the-art, video-guided airway devices and the latest medical instruments.

Also housed in the ED is the Comprehensive Stroke Center, which includes noninvasive repair of brain aneurysms and mechanical removal of stroke-causing clots using wires passed through leg arteries. It also has the latest in cardiac resuscitation technology, including a new cooling service for revived patients. A helicopter landing pad outside the ED entrance makes possible fast transport when time is critical, such as bringing in donated organs for transplantation.

Solid as a Rock

Stones from around the globe can be found in the Mayo Building and hospital.

Jerusalem Gold limestone from Israel makes up some lobby walls and columns.

The water wall fountain is made of blue Macauba marble from Macauba, Brazil.

Kasota Valley limestone from Kasota, Minn., is the creamy gold stone on the exterior of the Mayo Building.

Red onyx from Pakistan lines the lobby elevator.

Information desk counters are maroon imperial marble from Alicante, Spain.

QUICK FACTS

Location
4500 San Pablo Road
in southeast Jacksonville

Cost
$254.6 million

Size
650,000 square feet; six floors with room for expansion to 16 floors

Beds
214
(194 in private rooms)

Surgery
22 operating rooms

Construction start
Spring 2005

Opening date
April 12, 2008

Main number
(904) 953-2000

Did You Know?

- A set of blueprints for the project had about 1,100 pages.
- The six-story hospital tower is 119 feet tall. That's nearly 12 basketball goals high.
- 3,900 tons of steel were used in construction, the equivalent of 2,454 Toyota Camrys.
- The Mayo Building front canopy consists of 76 tons of steel, concrete and metal panels, about the weight of 48 of those Camrys.
- To provide adequate support for the building, 768 pilings were secured 150 feet down into the limestone shelf.
- 71,327 square feet of glass — more than 1½ acres — were installed.
- 4.2 million feet of wire were used for power and system connections. Put end to end, the wire would stretch from the Mayo Building to Key West and back.
- More than 3,100 mixing trucks delivered 28,000 cubic yards of concrete.
- There are 11,900 electrical receptacles, about the number usually found in 238 single-family homes.
- There are 4,430 light switches, about the number found in 221 homes.
- If laid flat, the total length of all piping in the building would extend from the door of the new hospital to Daytona Beach — about 94 miles.
- 245,000 square feet of metal panels were installed, enough to cover more than four football fields.

Scheduling an Appointment

Did you know you can request your own appointment at Mayo Clinic? A physician referral is not necessary.

In Jacksonville, Mayo Clinic treats primarily adults, although some specialists may see teenagers. The Central Appointment Office staff can provide more details. Physicians in the Mayo Primary Care Centers treat patients of all ages, including infants and children.

Our Central Appointment Office staff is available from 8 a.m. to 5 p.m. Eastern time Monday through Friday.

- (904) 953-2272
- TDD hearing-impaired line: (904) 953-2300
- Fax: (904) 953-2898

Your local physician also can refer you to Mayo Clinic and request an appointment for you.

MAYO CLINIC

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