

“The Mayo Effect”

Ten things you may not know about Mayo Clinic

Heal the sick, advance the science, share the knowledge.



1) MAYO MODEL OF CARE: The model of care is a set of principles defined by the Mayo brothers in the early years of Mayo Clinic. It is the guide for how we work together to deliver coordinated care across the continuum to our patients, through a multidisciplinary team approach to treating the whole patient.

2) INNOVATION AND QUALITY: Mayo Clinic operates a Multidisciplinary Simulation Center in Rochester, Arizona and is completing one on its Florida campus. In addition, Mayo Clinic houses a Center for Innovation and the Quality Academy, where staff are trained in quality techniques and methodology, to diffuse quality practices across the organization.

3) UNITARY MEDICAL RECORD: Mayo Clinic has maintained a unified medical record for more than 100 years. There is not an individual departmental record, but a single patient record showing the unified model of care across the organization, synthesizing the inpatient, outpatient and laboratory information. The records are now electronic, but all paper records are still held on file. Physicians can even access medical records from handheld devices, to provide the best care to every patient.

4) ROTATIONAL LEADERSHIP: Physicians in leadership positions are expected to rotate in their roles on a regular basis. This model allows for continued fresh ideas, and allows for experience to be diffused across the system. Administrator and management staff are also given the opportunity to rotate their assignments, leading to high staff retention, as well as cultivating tremendous experience, and maintaining well as institutional memory.

5) PHYSICIAN-ADMINISTRATOR PARTNERSHIP: Mayo Clinic has maintained a strong focus on the physician-administrator partnership throughout its history. Mayo Clinic administrators work in partnership with the physician leaders to strengthen and perpetuate Mayo Clinic's ability to fulfill its mission. Administrators provide support for the implementation of the strategic objectives.

6) PHYSICIAN-LED ORGANIZATION: Mayo Clinic is a physician-led organization. Physicians maintain leadership roles in conjunction with clinical practice. Leaders make decisions for the betterment of the entire organization. Mayo Clinic operates under a consensus decision making model, governed by committees representing the three shields of the practice, education and research.



7) SALARIED STAFF: All physicians are salaried at Mayo Clinic. This organizational structure allows the physician staff the freedom, and expectation, to participate in their clinical practice activities and also education or research. There is no financial incentive to perform unneeded procedures, or disincentive to spend as much time as necessary with a patient.

8) ONE MAYO: Mayo Clinic has over 56,000 employees at three large campuses in Rochester, Arizona and Florida, and throughout the Midwest in the Mayo Clinic Health System. We operate as one institution with a single governing board. The three shields in the Mayo Clinic logo represent the clinical practice, education and research. At Mayo Clinic, the clinical practice drives research and education. Research is defined by the physicians in the practice, and the educational needs are driven by the workforce needs for the institution. Mayo Clinic operates the Mayo Clinic College of Medicine which houses the Mayo School for Graduate Medical Education, the Mayo Graduate School, Mayo School for Health Sciences, Mayo Medical School and Mayo School for Continuous Professional Development.

9) CORPORATE STRUCTURE: Mayo Clinic is a non-profit organization, with a single governing board, the Board of Trustees. The name of the corporation was changed from Mayo Clinic Rochester to Mayo Clinic on January 1, 2010. Currently, approximately 2,800 staff physicians and over 40,000 allied health personnel provide comprehensive medical care at Mayo Clinic for approximately 500,000 patients on an annual basis. Mayo Clinic carries out this mission by providing comprehensive medical care, educational programs in clinical medicine and the medical sciences and extensive programs in medical research through the name Mayo Clinic. Mayo Clinic along with Saint Marys Hospital and Rochester Methodist Hospital together comprise one of the world's largest private medical complexes. The facilities in Rochester are extensive, covering several city blocks in the downtown area, and outpatient practices throughout Rochester and the surrounding communities.

10) LIVING THE MISSION: Mayo Clinic's mission is guided by an expression of the vision and intent of our founders, the original Mayo physicians and the Sisters of St. Francis. Mayo Clinic has a Sponsorship Board that works with all departments across Mayo Clinic to ensure that the values of respect, compassion, integrity, healing, teamwork, excellence, innovation and stewardship are reflected in our attitude and behavior toward all patients, visitors and colleagues.

Corporate Orientation – January 14, 2011