Strategic Statements of Mayo Clinic

**Primary Value**
The needs of the patient come first.

**Mission**
To inspire hope and contribute to health and well-being by providing the best care to every patient through integrated clinical practice, education and research.

**Vision***
Mayo Clinic will provide an unparalleled experience as the most trusted partner for health care.

**Core Business***
Create, connect and apply integrated knowledge to deliver the best health care, health guidance and health information.

**Value Proposition/Differentiation Statement***
Mayo Clinic combines knowledge, integrity and teamwork into a uniquely effective, integrated model of care, bringing timely solutions and hope to patients and people.

* Primarily for internal use
Mayo Clinic Value Statements

These values, which guide Mayo Clinic’s mission to this day, are an expression of the vision and intent of our founders, the original Mayo physicians and the Sisters of Saint Francis.

**Primary Value**
The needs of the patient come first.

**Respect**
Treat everyone in our diverse community including patients, their families, and colleagues with dignity.

**Compassion**
Provide the best care, treating patients and family members with sensitivity and empathy.

**Integrity**
Adhere to the highest standards of professionalism, ethics and personal responsibility, worthy of the trust our patients place in us.

**Healing**
Inspire hope and nurture the well-being of the whole person, respecting physical, emotional and spiritual needs.
**Teamwork**
Value the contributions of all, blending the skills of individual staff members in unsurpassed collaboration.

**Excellence**
Deliver the best outcomes and highest quality service through the dedicated effort of every team member.

**Innovation**
Infuse and energize the organization, enhancing the lives of those we serve, through the creative ideas and unique talents of each employee.

**Stewardship**
Sustain and re-invest in our mission and extended communities by wisely managing our human, natural and material resources.
The Vision Story

Mayo Clinic’s Next Evolution
For as long as we can remember, the very words “Mayo Clinic” have been an icon of American culture and world medicine. They signify the best in health care for the individual, the family and society. For decades, the Mayo Clinic model of care has been refined and advanced through the daily collaboration of experts in clinical practice, education and research to keep Mayo Clinic at the cutting edge of medical care while maintaining the patient at the center of our services. We do this because, as Dr. Will Mayo reminds us every day, “the needs of the patient come first.” Accordingly, Mayo Clinic describes its mission as inspiring hope and contributing to health and well-being by providing the best care to every patient through integrated clinical practice, education and research.

As we, the Mayo Clinic staff, stand at the beginning of a new century, we see a world faced with many challenges, but equally exciting opportunities. Mayo Clinic remains a beacon to those who suffer illness and seek reliable information about the health of their loved ones and themselves. Mayo Clinic’s legacy of providing exceptional patient care grew through the 19th and 20th centuries, first for those patients able to visit Rochester, Minnesota, and later Scottsdale, Arizona; Jacksonville, Florida; and Mayo Health System. Today, building on that unparalleled legacy and advancing it through seemingly limitless advances in knowledge management, communications and transportation, Mayo Clinic can inform, inspire and partner with people worldwide in their quest for better health. Mayo Clinic practitioners can develop and share knowledge and deliver
the benefits of that knowledge and experience on a global scale. This is the contemporary definition of our core business: to create, connect and apply integrated knowledge and deliver the best health care, health guidance and health information.

Through the accomplishment of our goals, we can achieve a Mayo Clinic that is a trusted, affordable partner that provides solutions for individuals in many settings. They may be patients at one of our campuses. They may access care through part of our affiliated network of providers. They may access information and connect with our experts remotely. Regardless of the means, the end will be the same — patient-centered care, integrated in the best interest of the individual.

Mayo Clinic will continue to advance the science and art of medicine through the generation, integration and management of knowledge and information. With the tools available today we can gather, interpret and apply useful information on a massive scale, offering hope to millions who may have previously had little hope at all. By transforming Mayo Clinic’s health care delivery processes, we can reach the ultimate goal of providing the best health care in a trusted and affordable manner.

By carefully applying this array of tools and methods, Mayo Clinic will eventually maintain an interconnected network of care, more readily accessible, and in many cases more affordable, than ever before. For anyone who becomes part of this Mayo Clinic community of care, we will live our vision, to provide an unparalleled experience as the most trusted partner for health care.

None of this can happen without the full engagement of our staff. We are most fortunate to work with colleagues who are inspired by a high sense of purpose. To enhance our mission-driven culture, we will continue to align governance, management and operational structures to enable innovation and timely decision-making. We will increase the diversity and inclusiveness of our staff, and provide future leaders with the mentoring and the opportunities they will need to lead Mayo Clinic in these complex times. By working together as a deeply integrated single practice of unmatched integrity, we will deliver care that offers the highest value, the best outcomes, and the strongest hope for people seeking health and health care.
Mayo Clinic Operating Plan

Create the Healthcare Workforce of the Future that Sustains Mayo’s Values

- Improve staff’s ability to deliver high value care
- Implement individual provider scorecards including quality and cost metrics (outcomes, safety, service, cost, competence, adherence to standardized practice guidelines)
- Invest in continuous staff development to improve staff satisfaction and retention
- Increase diversity of staff and development of diverse staff
- Improve leadership training and mentoring
- Increase the number and skill of physicians and clinical and basic scientists engaged in generating new knowledge
- Increase our capacity and skill in comparative effectiveness and health care delivery research

Transform Mayo Clinic’s Knowledge Management and Healthcare Delivery Process

- Provide solutions and hope for patients
- Standardize, improve effectiveness (outcomes, safety, service), and reduce cost in:
  - All practice settings
  - Core clinical processes
  - Core business processes
- Explore new payment mechanisms
- Generate, evaluate, integrate, and manage knowledge and information
- Create global value-adding relationships, alliances, and partnerships that serve as a platform to extend the reach of Mayo Clinic’s knowledge to delivery proposition
- Increase our offerings for health and healthy living

Deliver Highest Value Care – Be Most Trusted and Affordable

- Achieve the highest levels of outcomes, safety, and service
- Reduce cost and fees
- Increase appropriate access to Mayo Clinic services

Achieve Mission-Advancing Financial Performance

- Achieve NOI, cost, and margin targets from practice operations
- Achieve NOI, cost, and margin targets from strategic business development
- Increase market share in targeted segments
- Re-invest a portion of NOI into research and development for new products and services; practice transformation; and strategic growth
- Create sustainable financial models (including endowment) for practice, education, and research