Make it Happen:
Strategic Goals and Objectives

*It is the role of everyone at Mayo Clinic to think and work in ways to make our vision a reality.*

Our Mission: Mayo will provide the best care to every patient every day through integrated clinical practice, education and research.

Our Primary Value: The needs of the patient come first.

Mayo Clinic Rochester Strategic Goals and Objectives
The strategic goals and objectives below have been established by the Mayo Clinic Rochester Board of Governors to direct activities in shaping Mayo Clinic's future.

Goal 1: Strengthen our preeminent medical practice through the Mayo Model of Care

1.1 Differentiate the practice based on patient focused care, evidence-based decision making and coordination of care
1.2 Establish high levels of patient satisfaction
1.3 Promote innovation to enhance high quality care
1.4 Increase the proportion of national and international patients

Goal 2: Achieve the financial performance necessary to sustain our mission

2.1 Increase the practice margin
2.2 Expand external sources of funding
2.3 Develop and optimally use financial and practice data management tools
2.4 Improve the quality and reduce the cost of employee and dependent healthcare
2.5 Increase practice efficiencies

Goal 3: Allocate resources based on strategic priorities

3.1 Achieve the appropriate balance of clinical practice, education, research and administration
3.2 Prioritize resources based on differentiating the practice
3.3 Establish a patient-centered access management system

*Practice, education and research are three dynamic activities that support one mission, one value.*
Goal 4: Anticipate the future and exploit change

4.1 Understand and create demand for our services
4.2 Develop and optimally use scientific advances and technology
4.3 Complete MICS Implementation

Goal 5: Support the creativity and professional development of our staff

5.1 Enhance programs that foster clinical excellence, innovation and scholarship
5.2 Improve staff satisfaction
5.3 Provide recognition to clinicians
5.4 Strengthen leadership development and accountability

Institution-wide Priority Projects

The projects outlined below have been identified by the Rochester Board of Governors as priority projects because they cross department/division boundaries, have established timelines and will build a strong foundation for more ideas and projects to come. We all play a role in supporting these projects as they touch our individual areas. This list is not a comprehensive list of all the important projects at Mayo, "as many departments and divisions" are leading and championing their own projects to support Mayo’s strategic direction.

| Service: Develop a culture of service that sets the national standard for service outcomes and patient satisfaction. |
| Patient-Care Coordinator: Develop a process to ensure that, for each patient, there is a single designated Mayo provider coordinating the patient’s care. |
| Standardization of Administrative Support Processes: Improve and standardize our administrative support processes in order to differentiate Mayo and ensure Mayo’s continued excellence. |
| Evidence-Based Medicine: Implement guidelines, order sets and protocols more broadly without losing physician autonomy. |
| Patient Safety: Prioritize patient safety initiatives and develop an understanding of them. |
| Access: Create a world-class patient access management system. |
| Recognition: Improve recognition of clinicians and sustain the Mayo Model of Care. |
| Staff Satisfaction: Take action on department/division plans to address key issues identified in last staff survey. |

Performance Management: Select, retain, develop, assess, share feedback and recognize staff.

Technology Assessment: Develop a proposal for a standardized process that facilitates proactive identification of the right technologies, at the right time and at the right cost.

Culture of Innovation: Define potential for innovation by identifying opportunities, barriers and processes for rapid change.

Hospital Unit of the Future: Find innovative ways to service our patients more efficiently and more effectively.

Outpatient Corridor of the Future: Find innovative ways to service our patients more efficiently and more effectively.

Definitions

Goal… umbrella category that provides direction for our roadmap to the future

Objective… measurable outcome we want to achieve in order to accomplish our goals

Priority Projects… some of the first things we’ll tackle