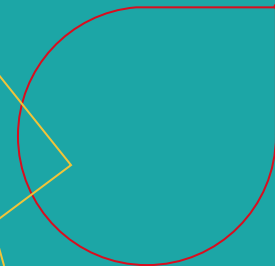
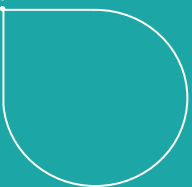
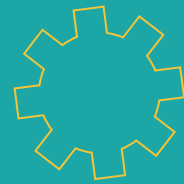
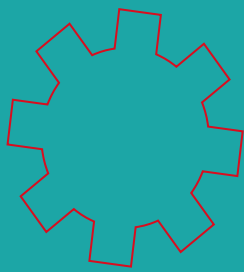




BETTER CARE FOR PATIENTS

MAYO CLINIC ROBERT D. AND PATRICIA E. KERN
**CENTER FOR THE SCIENCE OF
HEALTH CARE DELIVERY**





IMPROVING CARE NOW

At the Mayo Clinic Robert D. and Patricia E. Kern Center for the Science of Health Care Delivery, we focus on how patient care is delivered. Leading physicians, systems engineers and researchers scientifically prove innovative ways to improve health care and put those ideas to work for patients everywhere.

We enhance and extend lives by:

- Designing better ways to deliver health care.
- Validating approaches for effectiveness and efficiency.
- Applying those ideas in the clinic to benefit patients.

This work helps us:

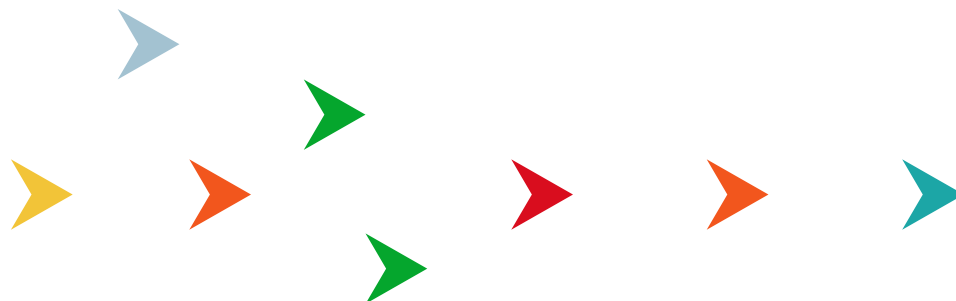
- Prevent disease.
- Manage chronic illnesses.
- Streamline patient care.
- Make care safer.
- Reduce costs of treatment.



WE FOCUS FIRST ON THE MOST COMMON AND COSTLY CONDITIONS THAT PUT THE GREATEST BURDEN ON PATIENTS AND COMMUNITIES, AS WELL AS ON OUR NATION'S FISCAL HEALTH.



Mayo Clinic applies these advances to the entire spectrum of care, from disease prevention to emergency treatment to nursing home care. We focus first on the most common and costly conditions — including diabetes, congestive heart failure and stroke — that put the greatest burden on patients and communities, as well as on our nation's fiscal health.



CHANGE GROUNDED IN PATIENT-CENTERED CARE

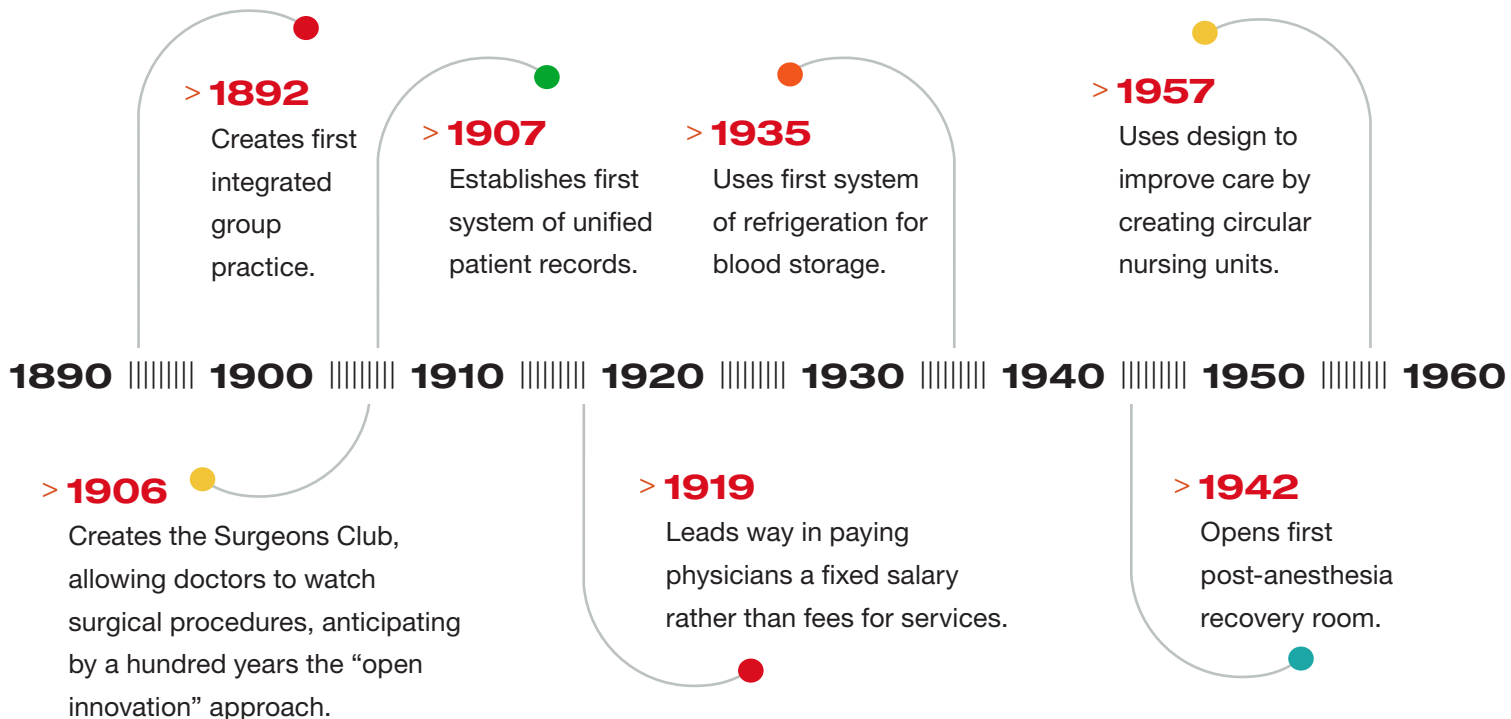
With an unwavering focus on the patient, Mayo Clinic continues to lead in defining and delivering the best health care practices. Our physician-leaders take a patient-centered approach as they translate innovative ideas into practical solutions for meaningful, long-term change.

PATIENTS RECEIVE BETTER CARE WITH THESE RECENT INITIATIVES:

- **IMPROVING VALUE.** Total knee replacement is a common surgical procedure in the United States, with about 300,000 performed each year. Mayo is a founding collaborator in a nationwide effort to identify best practices in total knee replacement. The group, called the High Value Healthcare Collaborative, plans to decrease adverse events in total knee replacements by 40 percent and hospital readmissions by 20 percent. Reaching these goals could save Medicare and Medicaid about \$4 billion a year and save tens of thousands of lives.
- **CONNECTING NEUROLOGISTS WITH PATIENTS IN SMALL COMMUNITIES.** Using telemedicine to deliver stroke care gives patients access to neurology experts cost effectively for hospitals lacking an around-the-clock neurologist or stroke expert.
- **PREVENTING INFECTIONS.** By studying each step of the patient's journey through colorectal surgery, a Mayo team reduced surgical site infection rates at the clinic by almost half. Nationwide, Mayo and its study collaborators saved an estimated \$3.7 million by preventing 135 colorectal surgical site infections.
- **REDUCING UNNECESSARY PROCEDURES AND COMPLICATIONS.** Our heart surgery program reduced blood transfusions by 50 percent, transfusion-related complications by 40 percent, and costs by \$15 million at Mayo.
- **SEEING THE BIG PICTURE** Mayo built a monitoring system that tracks and displays patient information in the emergency department. With this system, every member of the emergency team sees at a glance the status of all patients, which is crucial to reducing wait times and delivering the best possible care to each person.

WE MUST ACT NOW TO PRESERVE OUR TRADITION OF IMPROVING CARE

The Mayo Clinic Kern Center for the Science of Health Care Delivery builds on Mayo Clinic's tradition of continuously innovating and improving care. Each year Mayo treats more than 1 million patients from 135 countries. The clinic began 150 years ago as the frontier doctor's office of William Worrall Mayo, M.D., who was later joined by his sons, William and Charles. Based on the Mayo doctors' focus on patients and team approach to medicine, the clinic became a pioneer in integrated care, supported by research and medical education.



> **1986**

Integrates two Rochester, Minn., hospitals and the clinic.

> **1986-87**

Opens Mayo Clinic in Scottsdale, Ariz., and welcomes St. Luke's Hospital, Jacksonville, Fla., to Mayo Clinic.

> **2010**

Establishes the Center for the Science of Health Care Delivery.

> **2010**

Helps establish nationwide data-sharing group, High Value Healthcare Collaborative, to find and disseminate best practices.

> **2005**

Uses one of the largest electronic medical record systems in the world to help provide efficient, coordinated, safe and high-quality care.

> **2013**

Names the Mayo Clinic Kern Center for the Science of Health Care Delivery in honor of visionary benefactors Robert D. and Patricia E. Kern.

Expands Affiliated Practice Network to 14, including its first overseas member in Puerto Rico. This network helps member health care institutions improve health care delivery in their communities through high-quality, data-driven, evidence-based medical care.

1970

1980

1990

2000

2010

2020

2030

> **1969**

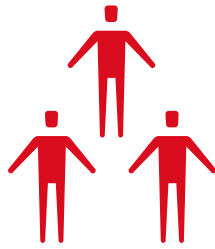
Performs the first Food and Drug Administration-approved total hip replacement in the United States.

> **1992**

Begins to form Mayo Clinic Health System, a regional network of clinics and hospitals.

> **2012**

Partners with UnitedHealth to establish Optum Labs, a new open facility for collaborative research to improve health care.



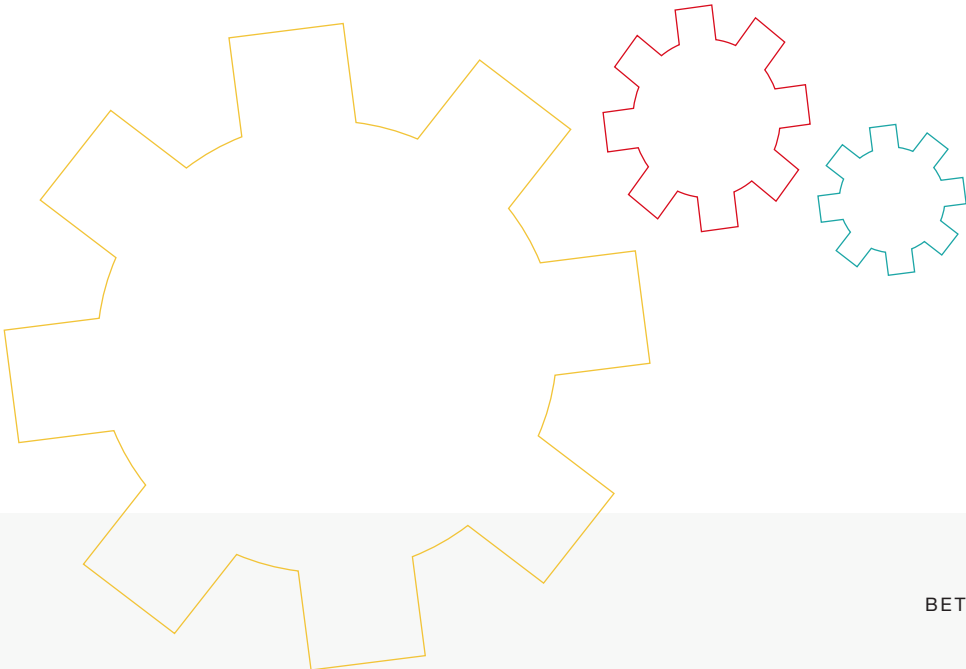
ROADMAP FOR THE FUTURE

- Save 30 more lives a year in Mayo Clinic's Rochester hospitals through the bedside patient rescue project.
- Reduce preparation time 75 minutes per patient through operating room patient positioning project, saving \$275,000 a year.
- Embed more Health Care Delivery Scholars in the practice.
- Deliver on Optum Lab's promise to use massive data sets to improve health care nationwide.
- Form new partnerships to study patient outcomes and cost of care over time.
- Conduct projects to improve access to quality surgical care and safety during surgery. After hospitalization, focus on the diabetic surgical patient, surgical site infections, blood use and outcomes, clinical pathways in surgery and patient-centered outcomes.
- Implement flexible scheduling to give patients better access to surgery and the clinic.
- Conduct proof-of-principle projects in the new Clinical Engineering Laboratory in Saint Marys Hospital.
- Produce shared decision making tools for knee and hip osteoarthritis.
- Identify prevention strategies that improve population health and wellness and increase our offerings for health and healthy living.

In medical research, it can take many years before a discovery works its way into practical use with patients. Because our health care systems engineering teams work in close partnership with clinicians and we work on the frontlines — in patient rooms, emergency rooms, clinics — we can accelerate the rate of validating and implementing improvements that affect patient outcomes.



WE ASK OUR BENEFACTORS TO JOIN WITH US IN BUILDING AND STRENGTHENING MAYO'S LEGACY OF PATIENT-CENTERED CARE. HELP US DELIVER BETTER CARE TO PATIENTS AT MAYO CLINIC AND BEYOND.





**ABOUT THE MAYO CLINIC ROBERT D. AND
PATRICIA E. KERN CENTER FOR THE SCIENCE
OF HEALTH CARE DELIVERY**

- > Patients look to Mayo to solve the most pressing problems in health care because of Mayo Clinic's unrivaled record of medical discovery and treatment. The Mayo Clinic Robert D. and Patricia E. Kern Center for the Science of Health Care Delivery is home to leading physicians, researchers, systems engineers, social scientists and other experts who capitalize on their collective knowledge to research innovative ways to improve health care and put those discoveries to work for patients everywhere.

As health care leaders, we have a responsibility to our patients to improve quality, reduce costs of treatment, eliminate medical errors and offer preventive health strategies. The center's experts use data analysis, engineering principles and scientific rigor to build on a history of proven results translated into patient-centered care. At the Mayo Clinic Kern Center for the Science of Health Care Delivery, we define and develop evidence-based care models that enhance and extend the lives of patients.

The greater good benefits when we improve quality and reduce costs. And our country gains strength from health care delivery science that leads to improved patient care. This is a momentous undertaking, and Mayo Clinic needs visionary benefactors who see that their support has profound transformative power — perhaps more so than at any other time in history.