“The glory of medicine is that it is constantly moving forward, that there is always more to learn.”

– William J Mayo, MD
Welcome

Mayo Clinic has been dedicated to international collaboration for more than 150 years, starting with the Mayo brothers, who traveled throughout the world to share medical practices and learn from others.

The open exchange of medical knowledge is a fundamental tenet of Mayo Clinic.

“The problem before us is so to exchange information, and so to educate men through travel that there shall develop a final cosmopolitan system of medicine which will combine the best elements to be found in all countries.”

– Dr. Charles H. Mayo

We are honored to continue this tradition with you. The symposium is designed for international medical leaders to provide in-depth exposure to the mission, values and systems that have made Mayo Clinic a recognized leader in medicine worldwide.

Mayo Clinic senior leadership will share insight on:

• The value principles that make up the Mayo Model of Care
• The business and management systems that support Mayo’s integrated practice
• The culture of service excellence that sustains Mayo’s ranking as one of the best hospitals in America

We are delighted you are here, and whatever your role in healthcare, we hope you’ll find value and new ideas at the symposium.

Thank you for participating and bringing your expertise to share.

Amit K. Ghosh, M.D., MBA, FACP
Professor of Medicine, College of Medicine, Mayo Clinic
Laureate, ACP, Minnesota Chapter
Director of International Clinic, Mayo Clinic

Wenchun Qu, M.D., M.S., Ph.D.
Assistant Professor of Physical Medicine and Rehabilitation, College of Medicine

Jonathan Torrens-Burton
Administrator, International Office
Program Schedule  •  Thursday, September 20, 2018

7:00 a.m.  Registration/Breakfast
Phillips Hall, Siebens Building, Street Level

8:00 a.m.  Mayo Clinic Model of Care:
Teamwork/Respect/Innovation/Culture/Quality/Scholarship
Amit K. Ghosh, M.D., Jonathan Torrens-Burton, M.A.

8:30 a.m.  Welcome and Mayo Clinic Overview
Conor G. Loftus, M.D.

8:45 a.m.  Mayo History & Culture
Matthew D. Dacy, M.S.

9:15 a.m.  Leadership and Organizational Development
Dawn E. Peters, M.S.W.

10:00 a.m.  BREAK

10:15 a.m.  Mayo Clinic Professionalism and Values
Robert D. Brown, Jr., M.D., M.P.H.

10:45 a.m.  3 Shield: Education
Debra (Debbie) M. Eagle, M.B.A.

11:00 a.m.  3 Shield: Practice
Conor G. Loftus, M.D.

11:15 a.m.  3 Shield: Research
Eric D. Wieben, Ph.D., Heidi L. Dieter, M.A.

11:30 a.m.  Mayo Clinic Care Network
Smail Ait Ali, M.S.

12:00 p.m.  LUNCH
Phillips Hall,
Siebens Building, Street Level

1:00 p.m.  Healthcare Finance
Joan A. Weber, M.B.A.

1:30 p.m.  Experiential Communication Training Utilizing Simulation Methodology
Darryl S. Chutka, M.D.

2:15 p.m.  Genomics
Tammy M. McAllister, M.A.

2:45 p.m.  Question & Answer Panel
Darryl S. Chutka, M.D., Matthew D. Dacy, M.S., Heidi Dieter, M.A., Amit K. Ghosh, M.D.,
Tammy M. McAllister, M.A., Conor G. Loftus, M.D., Eric D. Wieben, Ph.D., Joan A. Weber, M.B.A.

3:15 p.m.  BREAK

3:30 p.m.  Group Tours

4:30 p.m.  Adjourn

6:30 p.m.  Group Pictures and Reception
Landow Atrium, Subway Level, Gonda Building
Program Schedule   •   Friday, September 21, 2018

7:15 a.m.  Registration/Breakfast
Phillips Hall, Siebens Building, Street Level

8:00 a.m.  Mayo Clinic’s Decision-Making Model: Integrating Expertise
J. Taylor Hays, M.D.

8:30 a.m.  Respecting the Needs of the Patient: Treating the Whole Patient, Not Just the Disease
Amit K. Ghosh, M.D.

9:00 a.m.  Quality Education Curriculum Construct and Enabling Staff-driven Expertise
Barbara L. Jordan M.A., Jolene M. Anderson-Rau, M.B.A.

9:45 a.m.  Mayo Clinic: Internal Consulting & Management Engineering
Janine R. Kamath, M.A., M.B.A.

10:30 a.m.  BREAK

10:45 a.m.  Commitment to Safety: Safe Behaviors and Processes to Implement These
Umesh Sharma, M.D., M.B.A.

11:30 a.m.  Team Medicine
Karthik Ghosh, M.D.

12:00 a.m.  LUNCH
Phillips Hall, Siebens Building, Street level

1:00 p.m.  International Services Overview and Summary Remarks
Amit K. Ghosh, M.D., Jonathan Torrens-Burton, M.A.

1:15 p.m.  Cutting Edge Neurosurgery
Mohamad Bydon, M.D.

1:45 p.m.  Proton Beam
Robert L. Foote, M.D.

2:15 p.m.  Mayo Clinic Relationship with Patients
Heidi I. Stehr, M.B.A., Eric A. Nelson, M.A.

3:15 p.m.  Questions and Answer Panel

3:30 p.m.  BREAK

3:45 p.m.  Trolley Tour

5:00 p.m.  Trolley Returns
“It is a great thing to make scientific discoveries of rare value, but it is even greater to be willing to share these discoveries and to encourage other workers in the same field of scientific research.”

— Dr. Will Mayo, MD
Mayo Clinic Model of Care

Why patients come to Mayo Clinic

The Mayo Clinic Model of Care is why patients come to Mayo Clinic. It is what sets us apart:

- The team approach to care — where doctors from multiple disciplines work to solve complex health concerns.
- The coordination of care — with one physician managing and coordinating with the referring physician.
- The unhurried examinations — where doctors take the time to listen.
- The scheduling of multiple appointments in a short time frame — for the convenience of the patient.

Model of Care Elements

Teamwork

The Doctors Mayo understood the benefits of putting multiple heads together to solve problems long before “teamwork” became a standard part of the management lexicon. Today, our multidisciplinary approach – and the benefit that offers patients — is advancing patient care and research in amazing ways.

It’s more than doctors who work together. Allied health staff, support staff, all employees work together, putting patients’ needs first.

While the teamwork concept has been a Mayo Clinic constant, the mechanics of how care providers work together keeps evolving. A group of Mayo physicians and administrators has identified ways to improve how patient care is coordinated, what Dr. Will Mayo called the “union of forces.”

Respect

The respectful way in which the Mayo brothers treated their patients remains the gold standard for patient care today. At Mayo Clinic, we treat the whole patient, not just the disease. We take the time to listen to the patient. We make it a priority to communicate with the family and the referring physician.

Innovation

The Mayo brothers said it over and over – learning never stops. It’s just as true today as Mayo doctors, scientists and researchers seek new knowledge and innovations in patient care.

Mayo Clinic is one of the largest translational research facilities anywhere – where ideas to improve patient care advance from bench to bedside.

Surgeons here perform more transplants than any other U.S. medical center.

And in a 12-month span, an unprecedented three sets of conjoined twins were successfully separated at Mayo Clinic.

Culture

Some aspects of the Model of Care are easy to see – the soothing, beautiful buildings and grounds and the professional attire that we wear. Other aspects of the Mayo culture may be less evident but are integral to how we work as an organization.

Physicians lead Mayo Clinic – a safeguard that helps keep patients’ needs foremost. Physicians are paid a professional salary to eliminate any financial pressure from patient care decisions. Any profit from the proceeds of the practice is reinvested in education, research and patient care. Research and education are valued as much as patient care.

Quality

Mayo Clinic provides the most advanced, innovative diagnostic and therapeutic technology and techniques. Physicians take time to listen and consider all aspects of patient’s health, not just symptoms. Mayo Clinic physicians manage complex care and provide access to specialists when needed.

Scholarship

Mayo Clinic is one of the top research centers in the country for neurology/neurosciences, endocrinology, metabolism and digestive diseases. Our scientists and doctors are leaders in medical genomics as well as cardiovascular, transplantation and cancer research.
For International Providers

1. Online Services

Mayo Clinic is committed to providing outstanding service to international referring physicians and their patients. We respect your relationships with your patients and value the opportunity to collaborate with you on their treatment plans. Mayo Clinic’s Online Services for Referring Physicians is a secure, user-friendly website that allows physicians abroad to:

- Make referrals and eConsult requests electronically, 24 hours a day, 7 days a week.
- Submit eConsult requests, either singly or as part of a contracted package, including uploading medical records and images.
- View and print Mayo Clinic medical documents for patients you refer through Online Services, including summary letters, eConsult notes, laboratory and radiology reports and hospital discharge summaries.

The service also offers these additional benefits:

- Strengthening each institution’s clinical practice through physician-to-physician dialogue on patient treatment protocols
- Possibly eliminating travel costs for patients in cases where the second opinion confirms a local therapeutic plan

You can find our Online Services at www.mayoclinic.org/onlineservices, or contact us by e-mail at internationalonlineservices@mayo.edu

2. Provider Education

The Mayo School of Continuous Professional Development offers you exceptional continuing education activities. Mayo Clinic has a 150-year history of providing first class medical and surgical training that is recognized and respected worldwide for its excellence. We conduct more than 100 courses throughout the year on Mayo Clinic’s three campuses in Jacksonville, Fla., Rochester, Minn., and Scottsdale, Ariz., as well as many other carefully selected destinations.

Our offerings include a comprehensive selection of clinical, surgical and research courses, as well as programs on managed care, spirituality in medicine, and practice management and leadership. Each course is designed to assist you in the ongoing challenge of rapidly understanding and integrating into your practice the newest medical knowledge and advanced treatments.

We welcome you to learn more at https://ce.mayo.edu/
For International Patients

In 2015, Mayo Clinic provided direct care for more than 7,500 unique patients from roughly 135 countries. More than 4,200 physicians and scientists combine their expertise for the benefit of our patients.

1. International Appointment Office

Our International Appointment Office is dedicated to meeting the appointment needs of international patients. The schedule of appointments for tests, physician consultation and treatment can often be compressed into a short time period. This means less time away from home, less expense and more efficient use of the patient and family’s time. In most cases, Mayo Clinic doctors provide both diagnosis and treatment within the same patient visit.

Mayo Clinic has sites in Florida, Minnesota, and Arizona.

Jacksonville, Florida  Rochester, Minnesota
904-953-2732 (Fax)  507-538-7802 (Fax)
904-953-0321 (Phone)  507-284-8884 (Phone)
Email: intl.mcj@mayo.edu  intl.mcr@mayo.edu

Scottsdale/Phoenix, Arizona
480-301-4596 (Fax)
480-301-9710 (Phone)
intl.mcs@mayo.edu

2. International Financial Services

Mayo Clinic has a dedicated staff of international account representatives to assist international patients and families with financial details. We have direct payment contracts with a variety of international insurers. For information regarding financial matters, contact the International Patient Financial Services Office at 507-284-5063.

• Cost estimates and cost updates for medical services
• Contacting patients’ insurance providers or other payers
• Information about deposits and payment

3. Mayo Clinic International Center in Rochester, Minnesota

The International Center is a dedicated space in the lobby of Mayo Clinic for international patients and their families. Within the International Center, our multilingual appointment, registration and finance personnel are dedicated to meeting all the needs of international patients and their families — before they arrive, during their appointments and after their return home. The Center also provides a space for patients and their families to rest between appointments, read newspapers from their home country, enjoy complimentary coffee and refreshments, and ask any questions of our international services staff.

4. Language Services in Rochester, Minnesota

At Mayo Clinic, we offer language services to patients in any language and at no cost. Our Language Services is made up of more than 75 staff covering more than 25 spoken languages. Mayo Clinic’s experienced medical interpreters and translators can attend appointments and translate patient education materials. Patients will be asked if they need an interpreter when making an appointment at Mayo Clinic.
5. Concierge Services in Rochester, Minnesota

Mayo Clinic offers free concierge service to all patients. Being away from home for medical care can be an uncertain time filled with questions. Mayo Clinic’s Concierge Services Team is able to help by providing information and guidance regarding travel, tourism, and community resources. From lodging and transportation to restaurants and sightseeing, the concierge team is dedicated to making each patient’s Mayo Clinic visit as worry-free and enjoyable as possible.

Concierge Services staff are located in the Mayo Clinic International Center. No appointment is needed. Concierge Services is available by telephone and email from 8:00 a.m. to 7:00 p.m., Monday through Friday. You may also find us via the web at http://www.mayoclinic.org/becomingpatient/concierge.html.

Notes:
MAYO CLINIC HIGHLIGHTS

2017 Patient Care
1,318,800
Total clinic patients
Arizona, Florida and Rochester only
All other Mayo Clinic patient and personnel numbers reflect operations at all Mayo locations including Mayo Health System, a network of clinics, hospitals and healthcare facilities serving more than 70 communities in Minnesota, Iowa and Wisconsin.

2017 Mayo Clinic Personnel
64,000 Total

Connections
1,037,199
Facebook likes
facebook.com/mayoclinic
1,878,557
Twitter followers
44,548,980
video views on YouTube
youtube.com/mayoclinic
9,514
videos on YouTube Channel
88,222 subscribers

Other Mayo Clinic Blogs
sharing.mayoclinic.org/
News, podcasts, research, education, health policy, innovation and more.

E-mail Newsletters
Go to mayoclinic.org/publications/e-news.html to subscribe.