



Mayo Clinic

MODEL OF CARE

The Foundation for Every Patient's Answers





HOPE AND HEALING

Focusing A Team Of Experts On One Patient At A Time.

Living Our Values Of Collaboration, Compassion And Innovation.

Physicians Working In Collaboration To Treat And Care
For Patients In An Unhurried Manner.

Educating The Medical Workforce Of The Future.

Translating Knowledge To Clinical Practice.

Delivering Patient Care With Respect, Quality And Excellence.

Excellence That Must Endure

Hearing you need to come to Mayo Clinic is often a “moment of truth” that confirms nothing is more important to you than your health and well-being.

To provide you the answers that have eluded you elsewhere, we practice the Mayo Clinic Model of Care. This enduring blueprint for medicine puts you at the center of everything we do, and it delivers high-quality, comprehensive care through an enduring hallmark: thoughtful, unhurried interactions with our physicians and medical teams.

This patient-centered model sets us apart from all other health care organizations. It combines multispecialty collaboration and the latest technologies with dedicated staff who ensure you are treated well. The model is the heart of the Mayo Clinic patient experience, and it nurtures your health and well-being through authentic, reassuring relationships between you and your medical team.

We Will Never Compromise

Major shifts in health care are challenging physicians and care teams everywhere to increase the number of patients they see – and spend less time with each – to cover costs. But this is not the Mayo way. We will not compromise our responsibility to serve patients and the entire medical community with our unique expertise, care, research and knowledge.

“We have never been allowed to lose sight of the fact that the main purpose to be served by the Clinic is the care of the sick.”

– William J. Mayo, M.D.

Answers for Every Patient, for Generations to Come

Endowment is the Answer

The Mayo Clinic Model of Care is a top philanthropic priority because it preserves time to deliver the highest level of patient care for patients today and for future generations. By endowing physicians and care teams in this model, you make a powerful statement that our distinctive practice of medicine is important to you, and we should always make this model available to patients.

Endowment is the key to ensuring that the Mayo Clinic Model of Care always thrives. Through endowment gifts, benefactors can forever preserve time — the most precious asset we have — for our physicians and care teams to work with each patient, deliver thoughtful care and collaborate to deliver answers that aren't available elsewhere.

Successful Pilot Project Advances to Strategic Priority

With benefactor assistance, Mayo Clinic launched a four-year pilot project intended to mimic a future endowed clinical practice, starting with eight physicians in 2011. The project centered on **reducing the number of patients each physician saw each day by 20 percent in order to allow sufficient time for each individual patient.** This change allowed the physicians to get to know their patients, answer their questions and solve the complex problems that brought them to Mayo Clinic. This is patient-centered medicine.

As with our clinical initiatives, we surveyed our stakeholders. This pilot program ranked No. 1 in patient satisfaction, physician satisfaction and overall quality of care within Mayo Clinic when compared with similar patient care sections.

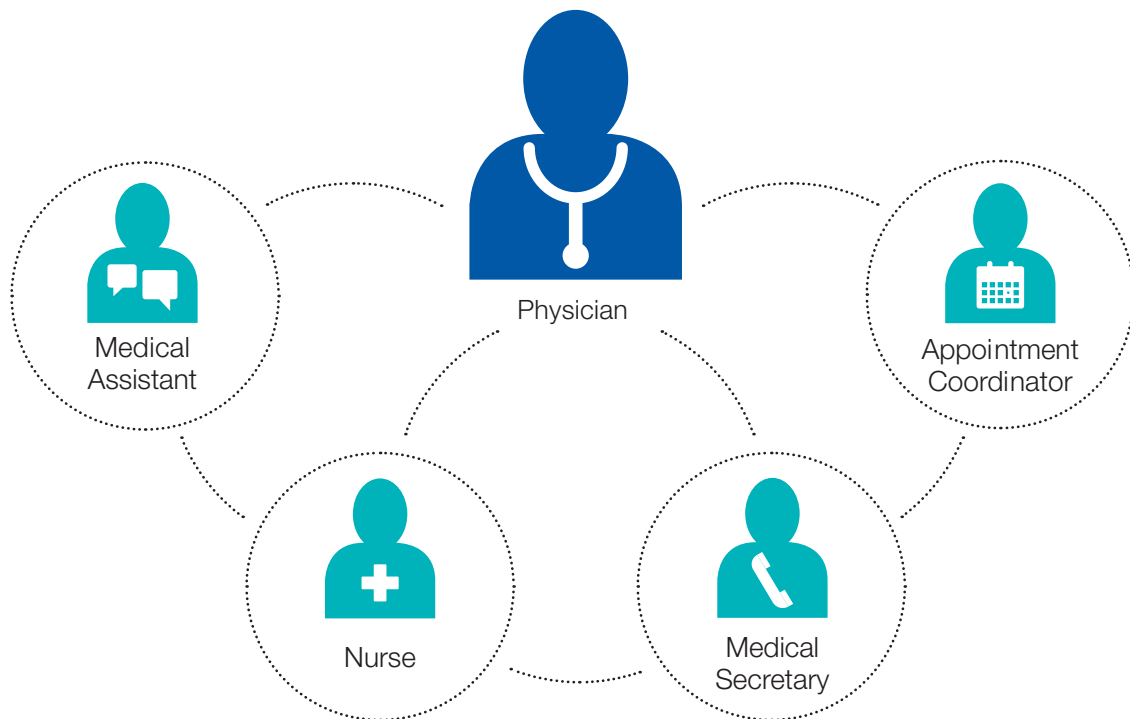
Our ultimate goal is to obtain benefactor funding to endow 20 percent of the entire clinical practice across Mayo Clinic's three campuses in Minnesota, Arizona and Florida.

How Endowed Care Teams Work

Endowed care teams maximize the quality of each patient's experience. These physician-led teams deliver answers that only we can provide, ensuring each patient has access to all of the expertise and resources at Mayo Clinic to solve their health concerns.

Each care team typically includes a physician, a registered nurse, a patient appointment coordinator, a medical assistant and a medical secretary. Together, they deliver exceptional service and an ideal patient experience. They also strengthen our ability to most effectively schedule visits and develop thorough care plans.

Endowment support for the Mayo Clinic Model of Care will protect time for these teams to deliver unparalleled patient care — now and for future generations.



A Powerful Statement of Support

For more than 150 years, patients have used the word “finally” when they talk about Mayo Clinic. Finally, they received answers that eluded them. Finally, they found hope. And finally, they were given exactly the care they needed.

The Mayo Clinic Model of Care is the reason. And today’s challenges provide us with an unprecedented opportunity — and responsibility — to ensure the Mayo Clinic Model of Care always thrives.

Your support will preserve time so our physicians and care teams can devote their schedules to the highest levels of care and work on the most difficult diagnostic cases, emphasizing a thorough care plan and flexible schedule to build a close relationship with patients.

By partnering with us at this critical juncture, you will ensure that Mayo Clinic thrives and enjoy the satisfaction of knowing that your generosity will make it possible for future generations to always find answers to their most important health concerns.



The Mayo Clinic Model of Care is Distinguished by:

- ▶ Focusing a team of experts on one patient at a time.
 - ▶ Living our values of collaboration, compassion and innovation.
 - ▶ Working together to treat and care for patients in an unhurried manner.
 - ▶ Translating knowledge to clinical practice.
 - ▶ Delivering patient care with respect, quality and excellence.
 - ▶ Inspiring hope and providing healing.
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Our model of care is recognized as the gold standard in patient care, and it must always be the centerpiece of everything we do.



YOUR GIFT HOLDS GREAT POWER

By investing in the time it takes to thoroughly diagnose each patient and customize their treatment plan, your philanthropy helps patients enjoy longer, healthier lives and helps Mayo Clinic deliver its unparalleled patient experience to people everywhere.



For information on supporting the
Mayo Clinic Model of Care, please contact:

DEPARTMENT OF DEVELOPMENT

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