

1880s - Present: Values-based teamwork focused on the patient

Medicine has greatly changed since the origins of Mayo Clinic in the late 19th century. Yet with the passage of time, the Mayo Clinic Values and Mayo Clinic Model of Care stand out across the generations. They have fueled the wide-ranging contributions to medicine that are presented on this website and continue to guide Mayo's leadership in the 21st century. The mission of Mayo Clinic, a not-for-profit organization, is to inspire hope and contribute to health and well-being by providing the best care to every patient. Mayo Clinic pioneered the integrated, multispecialty group practice of medicine – specialists who work together, uniting diverse skills for the benefit of each patient, continuously advancing the standard of care through education and research.

The Mayo Clinic Values began with Dr. William Worrall Mayo and his sons, Dr. William J. Mayo and Dr. Charles H. Mayo, in collaboration with the Sisters of St. Francis, who founded Saint Marys Hospital in 1889. The Mayo Clinic-Franciscan collaboration continues today, and has been enriched by the contributions of many colleagues across the generations, who represent diverse walks of life. The Mayo Clinic Model of Care is a collection of attributes that describe what Mayo Clinic does in carrying out its values-based mission. While technology and other aspects of medicine have evolved, the components of the Model of Care have proven remarkably resilient.

All the discoveries in this section on Mayo Clinic Contributions to Medicine took place within the context of Mayo Clinic Values and Model of Care. With such a solid foundation, one can anticipate an ever-growing list of contributions yet to come.

Mayo Clinic Values

The needs of the patient come first – The primary value of Mayo Clinic in our mission to contribute to health and well-being by providing the best care to every patient through integrated clinical practice, education and research.

A helpful way to remember this list of Mayo Clinic Values is with the acronym **RICH TIES**:

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

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

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

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.

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

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

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

Mayo Clinic Model of Care

The Mayo Clinic Model of Care is a set of principles that have guided our organization since its earliest days. The Mayo Clinic Model of Care is defined by high-quality, compassionate medical care delivered in a multispecialty, integrated academic institution. The primary focus, meeting the needs of the patient, is accomplished by embracing the following core elements (attributes) as the practice continues to evolve.

Patient Care:

- Collegial, cooperative staff teamwork with multispecialty integration
- An unhurried examination with time to listen to the patient
- A physician who takes personal responsibility for directing patient care over time, working in partnership with the local physician
- Highest-quality patient care provided with compassion and trust
- Respect for the patient, family and patient's local physician
- Comprehensive evaluation with timely, efficient assessment and trust
- Availability of the most advanced, innovative diagnostic and therapeutic technology and techniques

Environment:

- Highest-quality staff mentored in the culture of Mayo Clinic and valued for their contributions
- Valued professional allied health staff with a strong work ethic, special expertise and devotion to Mayo Clinic
- A scholarly environment of research and education
- Physician leadership
- Integrated medical record with common support services for all outpatients and inpatients
- Professional compensation that allows a focus on quality, not quantity
- Unique professional dress, decorum and facilities

SOURCES

Whelan, E. and Dacy, M. The Little Book of Mayo Clinic Values: A Field Guide for Your Journey. Mayo Foundation for Medical Education and Research, 2017.