

Wednesday, November 1 , 2017	
7:00 a.m.	Registration/Breakfast <i>Phillips Hall</i> <i>Siebens Building, Street Level</i>
8:00 a.m.	Mayo Clinic Model of Care: Teamwork/Respect/Innovation/Culture/Quality/Scholarship <i>Amit K. Ghosh, M.D., Jonathan Torrens-Burton, M.A.</i>
8:30 a.m.	Welcome and Mayo Clinic Overview <i>Scott H. Okuno, M.D.</i>
8:45 a.m.	Mayo History & Culture <i>Matthew D. Dacy, M.S.</i>
9:15 a.m.	Leadership and Organizational Development <i>J. Taylor Hays, M.D.</i>
10:00 a.m.	BREAK
10:15 a.m.	Mayo Clinic Care Network <i>Smail Ait Ali, M.S.</i>
10:45 a.m.	3 Shield: Education <i>Fredric B. Meyer, M.D.</i>
11:00 a.m.	3 Shield: Practice <i>Scott H. Okuno, M.D.</i>
11:15 a.m.	3 Shield: Research <i>Eric D. Wieben, Ph.D., Heidi L. Dieter</i>
11:30 a.m.	Question & Answer Panel <i>Matthew D. Dacy, Amit K. Ghosh, M.D., Scott H. Okuno, M.D., Jonathan Torrens-Burton, M.A.</i>
12:00 p.m.	LUNCH
1:00 p.m.	Respecting Needs of Patient: Treating the Whole Patient, Not Just the Disease <i>Amit K. Ghosh, M.D.</i>
1:30 p.m.	Experiential Communication Training Utilizing Simulation Methodology <i>Darryl S. Chutka, M.D.</i>
2:15 p.m.	Ethics of Medicine <i>Kevin J. Whitford, M.D.</i>
2:45 p.m.	BREAK
3:00 p.m.	Health Care Finance <i>Joan A. Weber, M.B.A.</i>
3:30 p.m.	Genomics <i>Tammy M. McAllister, M.A.</i>
4:00 p.m.	Question & Answer Panel <i>Darryl S. Chutka, M.D., Heidi Dieter, M.A., Amit K. Ghosh, M.D., Scott H. Okuno, M.D., Eric D. Wieben, Ph.D.</i>
4:00 p.m.	Adjourn
4:15 p.m.	Group Pictures Hage Atrium
6:30-8:00 p.m.	RECEPTION Mathews Grand Lobby, First Floor of the Mayo Building

Thursday, November 2, 2017

7:15 a.m.	Registration/Breakfast <i>Phillips Hall</i> <i>Siebens Building, Street Level</i>
8:00 a.m.	Mayo Clinic's Decision-Making Model: Integrating Expertise <i>Janet S. Lieder, MA</i>
8:30a.m.	Teamwork is Real: A Practicum <i>Onelis Quirindongo-Cedeno, M.D.</i>
9:00 a.m.	Quality Education Curriculum Construct and Enabling Staff-driven Expertise <i>Barbara Jordan</i> <i>Jolene Anderson-Rau, M.B.A.</i> <i>Nneka I. Comfere, M.D.</i>
9:45 a.m.	Mayo Clinic: Internal Consulting & Management Engineering <i>Janine R. Kamath, M.A., M.B.A.</i> <i>Douglas L. Berninger, B.S.</i>
10:30 a.m.	Break
10:45 a.m.	Commitment to Safety: Safe Behaviors and Processes to Implement These <i>Tamara E. Buechler, M.D., M.H.A.</i>
11:30 a.m.	Q & A
12:00 p.m.	Lunch <i>Phillips Hall,</i> <i>Siebens Building, Street level</i>
1:00 p.m.	International Services Overview and Summary Remarks
1:15 p.m.	Cutting Edge Neurosurgery <i>Ronald Reimer, M.D.</i>
1:45 p.m.	Cardiovascular Update <i>Naser M. Ammash, M.D.</i>
2:15 p.m.	Small Group Tour # 1
2:15 p.m.	Mayo Clinic Relationship with Patients <i>Stehr, Heidi I., M.B.A. , Nelson, Eric A., M.A.</i>
3:15 p.m.	Break
3:30 p.m.	Small Group Tour # 2
3:30 p.m.	Mayo Clinic Relationship with Patients <i>Stehr, Heidi I., M.B.A. , Nelson, Eric A., M.A.</i>
4:30p.m.	Adjourn