



**International Symposium  
Program Schedule  
Thursday, September 20, 2018**

7:00 a.m.	<b>Registration/Breakfast</b> <i>Phillips Hall Siebens Building, Street Level</i>
8:00 a.m.	<b>Mayo Clinic Model of Care: Teamwork/Respect/Innovation/Culture/Quality/Scholarship</b> <i>Amit K. Ghosh, M.D., Jonathan Torrens-Burton, M.A.</i>
8:30 a.m.	<b>Welcome and Mayo Clinic Overview</b> <i>Conor G. Loftus, M.D.</i>
8:45 a.m.	<b>Mayo History &amp; Culture</b> <i>Matthew D. Dacy, M.S.</i>
9:15 a.m.	<b>Leadership and Organizational Development</b> <i>Dawn E. Peters, M.S.W.</i>
10:00 a.m.	<b>Break</b>
10:15 a.m.	<b>Mayo Clinic Professionalism and Values</b> <i>Robert D. Brown, Jr., M.D., M.P.H.</i>
10:45 a.m.	<b>3 Shield: Education</b> <i>Debra (Debbie) M. Eagle, M.B.A.</i>
11:00 a.m.	<b>3 Shield: Practice</b> <i>Conor G. Loftus, M.D.</i>
11:15 a.m.	<b>3 Shield: Research</b> <i>Eric D. Wieben, Ph.D., Benjamin M. Ziemer</i>
11:30 a.m.	<b>Commitment to Safety: Safe Behaviors and Processes to Implement These</b> <i>Umesh Sharma, M.D., M.B.A.</i>
12:15 p.m.	<b>Lunch</b> <i>Phillips Hall, Siebens Building, Street Level</i>
1:00 p.m.	<b>Health Care Finance</b> <i>Joan A. Weber, M.B.A.</i>
1:30 p.m.	<b>Experiential Communication Training Utilizing Simulation Methodology</b> <i>Darryl S. Chutka, M.D.</i>
2:15 p.m.	<b>Genomics</b> <i>Tammy M. McAllister, M.A.</i>
2:45 p.m.	<b>Question &amp; Answer Panel</b> <i>Darryl S. Chutka, M.D., Matthew D. Dacy, M.S., 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., Benjamin M. Ziemer</i>
3:15 p.m.	<b>Break</b>
3:30 p.m.	<b>Group Tours</b>
4:30 p.m.	<b>Adjourn</b>
6:30 p.m.	<b>Group Photo &amp; Reception</b> <i>Landow Atrium, Subway Level Gonda Building</i>



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Friday, September 21, 2018**

7:15 a.m.	<b>Registration/Breakfast</b> <i>Phillips Hall Siebens Building, Street Level</i>
8:00 a.m.	<b>Mayo Clinic's Decision-Making Model: Integrating Expertise</b> <i>Steffany L. Guidinger, SHRM-SCP</i>
8:30a.m.	<b>Respecting the Needs of the Patient: Treating the Whole Patient, Not Just the Disease</b> <i>Amit K. Ghosh, M.D.</i>
9:00 a.m.	<b>Quality Education Curriculum Construct and Enabling Staff-driven Expertise</b> <i>Jolene M. Anderson-Rau, M.B.A., Carmen T. Kane</i>
9:45 a.m.	<b>Mayo Clinic: Internal Consulting &amp; Management Engineering</b> <i>Janine R. Kamath, M.A., M.B.A.</i>
10:30 a.m.	<b>Break</b>
11:00 a.m.	<b>Mayo Clinic Care Network</b> <i>Chad Kranebell, M.B.A.</i>
11:30 a.m.	<b>Team Medicine</b> <i>Karthik Ghosh, M.D.</i>
12:00 p.m.	<b>Lunch</b> <i>Phillips Hall, Siebens Building, Street Level</i>
1:00 p.m.	<b>International Services Overview and Summary Remarks</b> <i>Amit K. Ghosh, M.D., Jonathan Torrens-Burton, M.A.</i>
1:15 p.m.	<b>Cutting Edge Neurosurgery</b> <i>Mohamad Bydon, M.D.</i>
1:45 p.m.	<b>Proton Beam</b> <i>Robert L. Foote, M.D.</i>
2:15 p.m.	<b>Mayo Clinic Relationship with Patients</b> <i>Heidi I. Stehr, M.B.A., Eric A. Nelson, M.A.</i>
3:15 p.m.	<b>Question &amp; Answer Panel</b>
3:30 p.m.	<b>Break</b>
3:45 p.m.	<b>Trolley Tours (Optional)</b>
5:00 p.m.	<b>Trolley Returns</b>