

## Mayo International Academy: Healthcare Leader Intensive

| Day 1 : Mayo Clinic Overview |   |
|------------------------------|---|
| 7:30 a.m.                    | Registration/Breakfast  |
| 8:00 a.m.                    | Welcome and Program Overview  |
| 8:15 a.m.                    | <b>Mayo Clinic Model of Care</b> <ul style="list-style-type: none"> <li>Describe the history of Mayo Clinic from small medical practice to the first and largest integrated not-for-profit medical group practice in the world.</li> <li>Discover Mayo Clinic's history of innovation.</li> <li>Discuss the Mayo Clinic Model of Care: Teamwork, Respect, Innovation, Culture, Quality, and Scholarship.</li> </ul> |
| 10:00 a.m.                   | Break   |
| 10:15 a.m.                   | <b>Integrated Healthcare Practice</b> <ul style="list-style-type: none"> <li>Explain how the history of Mayo Clinic led to an integrated healthcare practice.</li> <li>Describe each of the three shields: Practice, Research, and Education.</li> <li>Express the Mayo Clinic professionalism and values that span the organization.</li> </ul>  |
| 12:15 p.m.                   | Lunch   |
| 1:15 p.m.                    | <b>Mayo Clinic Global Reach</b> <ul style="list-style-type: none"> <li>Discuss the breadth of Mayo Clinic activities throughout the world.</li> <li>Summarize the affiliation and services offered by the Mayo Clinic Health System.</li> <li>Identify the Mayo Clinic Care Network Sites and the services offered.</li> <li>Describe International Services office and resources available.</li> </ul>             |
| 3:00 p.m.                    | Break   |
| 3:15 p.m.                    | <b>Integrated Healthcare Case Studies</b> <ul style="list-style-type: none"> <li>Demonstrate the unique qualities of an integrated healthcare system through case studies and discussion</li> </ul>   |
| 4:15 p.m.                    | Wrap-Up   |
| 4:45 p.m.                    | Adjourn   |
| 5:30-7:00 p.m.               | Networking Reception  |

| Day 2: Patient Service and Management |   |
|---------------------------------------|---|
| 7:30 a.m.                             | Breakfast   |
| 8:00 a.m.                             | <b>The Needs of the Patient Come First</b> <ul style="list-style-type: none"> <li>Express the holistic care of the patient by treating the whole patient and not just the disease.</li> <li>Discuss the ethics of medicine in patient care.</li> <li>Demonstrate the patient experience at Mayo Clinic.</li> <li>Recognize meaningful interaction between providers and patients using empathy and compassion.</li> </ul> |
| 10:00 a.m.                            | Break   |
| 10:15 a.m.                            | <b>Patient Safety</b> <ul style="list-style-type: none"> <li>Indicate Mayo Clinic's commitment to safety and identify safe behaviors and processes.</li> <li>Identify patient safety concerns and investigate issues.</li> <li>Recognize patient privacy and protection of patient data.</li> </ul>   |
| 12:00 p.m.                            | Lunch   |
| 1:00 p.m.                             | <b>Caring for Our Patients</b> <ul style="list-style-type: none"> <li>Discuss strategies for managing chronic disease and co-morbidities.</li> <li>Describe the connected care approach to patient management.</li> <li>Indicate programs to increase patients' well-being and healthy lifestyle choices.</li> </ul>  |
| 2:15 p.m.                             | Break   |
| 2:30 p.m.                             | <b>Individualized Medicine</b> <ul style="list-style-type: none"> <li>Discuss the latest in genomic sequencing and personalized medicine tools used to predict, diagnose, and treat disease.</li> <li>Determine drug alerts based on patient genomic profile to treat patient with the right drug at the right time.</li> <li>Identify targeted cancer treatments.</li> </ul>   |
| 3:30 p.m.                             | <b>Regenerative Medicine</b> <ul style="list-style-type: none"> <li>Discuss the current regenerative medicine therapies and surgeries to rebuild and restore patient health.</li> <li>Describe the collaboration with physicians and scientists and researchers to expedite new therapy development and delivery.</li> </ul>  |
| 4:30 p.m.                             | Q&A Wrap-Up   |
| 5:00 p.m.                             | Adjourn   |

| Day 3: The Business of Healthcare |   |
|-----------------------------------|---|
| 7:30 a.m.                         | Breakfast   |
| 8:00 a.m.                         | <b>Performance Metrics</b> <ul style="list-style-type: none"> <li>Determine operational metrics that translate into success.</li> <li>Discuss payer mix and the healthcare finance model.</li> </ul>  |
| 10:00 a.m.                        | Break   |
| 10:15 a.m.                        | <b>Shared Services</b> <ul style="list-style-type: none"> <li>Explain Mayo Clinic shared services model, highlighting Supply Chain, Risk Management, and Facilities Management.</li> </ul>  |
| 12:00 p.m.                        | Lunch   |
| 1:00 p.m.                         | <b>Contract and Payer Relations</b> <ul style="list-style-type: none"> <li>Discuss how the payer mix best supports the practice.</li> <li>Determine patient access to Mayo clinic through contracted payers.</li> <li>Indicate proper reimbursement for provided services.</li> </ul>   |
| 2:15 p.m.                         | Break   |
| 2:30 p.m.                         | <b>Quality Education Curriculum Construct &amp; Enabling Staff-Driven Expertise</b> <ul style="list-style-type: none"> <li>Discuss how training in quality can enable staff to collect and analyze data and pinpoint waste.</li> <li>Determine how a quality program can be used to identify workflow, cost savings, and patient care.</li> </ul>   |
| 3:30 p.m.                         | <b>Management Engineering and Internal Consulting</b> <ul style="list-style-type: none"> <li>Utilize management engineering methodologies, knowledge sharing tools, strategic management frameworks, and project management approaches to achieve high value in internal consulting projects.</li> <li>Demonstrate how ME &amp; IC contribute to the Mayo Clinic strategic and operational priorities by using system-wide organizational knowledge and best practices and methods across service lines.</li> </ul> |
| 4:30 p.m.                         | Q&A Wrap-Up   |
| 5:00 p.m.                         | Adjourn   |
| 6:00-8:00 p.m.                    | Networking Dinner   |

| Day 4: Managing Your Most Valuable Resource |   |
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| 7:30 a.m.                                   | Breakfast   |
| 8:00 a.m.                                   | <b>Leadership and Organizational Development</b> <ul style="list-style-type: none"> <li>Examine the Mayo Clinic leadership model and components for success.</li> <li>Discover strategies for recruiting and developing staff.</li> <li>Determine methods for increasing staff satisfaction.</li> <li>Recognize the traits of emerging leaders and develop succession plans.</li> </ul> |
| 10:15 a.m.                                  | Break   |
| 10:30 a.m.                                  | <b>Compensation Management</b> <ul style="list-style-type: none"> <li>Discuss compensation strategies to attract and retain quality employees.</li> <li>Recognize non-monetary benefits to employees.</li> <li>Determine total employee compensation.</li> </ul>  |
| 11:15 a.m.                                  | <b>Staff Education</b> <ul style="list-style-type: none"> <li>Examine the methods to educate the healthcare staff of today and tomorrow.</li> </ul>   |
| 12:00 p.m.                                  | Lunch   |
| 1:00 p.m.                                   | <b>Performance Management</b> <ul style="list-style-type: none"> <li>Identify components of a Crucial Conversation.</li> </ul>  |
| 2:15 p.m.                                   | Break   |
| 2:30 p.m.                                   | <b>Performance Management Continued</b> <ul style="list-style-type: none"> <li>Apply Crucial Conversation techniques to performance discussions.</li> <li>Employ performance improvement strategies to increase performance.</li> </ul>   |
| 4:00 p.m.                                   | Round Table Discussion  |
| 5:00 p.m.                                   | Adjourn   |

| Day 5: Innovation in Healthcare |  |
|---------------------------------|--|
| 7:30 a.m.                       | Breakfast  |
| 8:00 a.m.                       | <b>Healthcare Data Utilization</b> <ul style="list-style-type: none"> <li>• Discuss the advantages and opportunities of using an electronic medical record.</li> <li>• Utilize data to evaluate and transform your organization.</li> <li>• Recognize the advantages to using a patient portal.</li> <li>• Show data on e-consults and discuss implementation considerations.</li> </ul> |
| 10:00 a.m.                      | Break  |
| 10:15 a.m.                      | <b>Innovation in Healthcare</b> <ul style="list-style-type: none"> <li>• Give examples of the 3-D printing labs involvement in education and patient care.</li> <li>• Describe advances in proton beam therapy.</li> </ul>   |
| 12:00 p.m.                      | Lunch  |
| 1:00 p.m.                       | <b>Case Studies in Innovation</b> <ul style="list-style-type: none"> <li>• Utilize case studies to describe the process of innovation at Mayo Clinic.</li> </ul>   |
| 2:00 p.m.                       | Optional Tours   |