

November 8, 2012

Dear Friends and Colleagues,

Our affiliation with Mayo Clinic is barely four-months-old, and already the collaboration is off the charts!

Last week, we had three major and positive face-to-face experiences as we engaged with Mayo's Mission, Vision and Values, which very much mirror our own (<http://www.nchmd.org/mission-vision>):

- **Mayo Mission:** To inspire hope, and contribute to health and well-being by providing the best care to every patient through integrated clinical practice, education and research.
- **Mayo Vision:** Mayo Clinic will provide an unparalleled experience as the most trusted partner for healthcare.
- **Mayo Value:** The needs of the patient come first.

Mayo Clinic's mandate is to create, connect, and apply integrated knowledge to deliver the best healthcare, health guidance, and health information. By sharing with its affiliated network systems, such as NCH, Mayo ensures that everyone benefits, and we all further our goal to serve patients and our communities.

- With that goal in mind, eleven of us—**Drs. David Axline, Adam Frank, and Herman Spilker**; along with **Zach Bostock, ARNP Linda Cifani, Debbie Curry, Phil Dutcher, RN Kristin Miller, Mike Riley, RT Scott Wiley**, and I— participated in a three-day trip to Mayo headquarters in Rochester, Minnesota to meet with 25 Mayo cardiologists and support staff. They couldn't have been more helpful, gracious, and forthcoming.

On the first full day of our visit, we focused on mutually-selected topics, among them facilitating access, employee engagement, physician engagement, and marketing. We all shared best practices and left with a five-page document (<http://www.nchmd.org/mymayonotes>), identifying our thoughts and Mayo presenters by name and title.

Meanwhile, back home at NCH, CNO **Michele Thoman** and CIO **Helen Thompson** hosted Mayo Jacksonville's team at the North Naples Hospital campus. The five-member ensemble included the Medical Director, Chair of Hospital Operations, Nursing Operations Administrator Inpatient, Chair of Information Technology, and Unit Head of Campus Planning and Projects, and the purpose of their visit was to share our expertise and experience on the 64 *Smart Rooms* we've created for a safer, better, and higher quality patient experience, with our long-time extremely competent information technology partner, Cerner. Mayo Jacksonville is expanding with 100 new beds, which will incorporate this state-of-the-art technology. We are so pleased to be able to share our knowledge and reciprocate with Mayo.

Finally, Chief Human Resources Officer **John McGirl** and two physician colleagues, **Dr. Carlos Quintero** and **Dr. Mario Trance**, visited Mayo Jacksonville to learn about its *Communication in Healthcare* program. This physician-oriented program focuses on relationship-centered care and effective communication skills with a goal of improving the patient experience.

These three experience-based learning demonstrations are just the start of collaborations which, with time, will change the face of healthcare in southwest Florida, as we learn from and share with the most esteemed healthcare system in the world.

Although it's early in the relationship, I am confident that the net result of this affiliation will not only benefit each one of us, individually, but all those in our community who depend on our care.

Respectfully,



Allen S. Weiss, M.D., President and CEO

P.S. Feel free to share *Straight Talk* and ask anyone to email me at [allen.weiss@nchmd.org](mailto:allen.weiss@nchmd.org) to be added.