



MAYO CLINIC QUALITY ACADEMY

BUILDING A QI CULTURE

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Objectives for the next 10 minutes

- Discuss the journey of Mayo Clinic to create our culture
- Understand how Mayo maintains this culture
- Demonstrate the benefits of this culture for Mayo Clinic, patients and the bottom line
- Discuss how Mayo Clinic measures staff engagement
- Provide some tips and suggestions for other healthcare organization

The Commitment to Quality: Mayo's History

- “The best interest of the patient is the only interest to be considered, and in order that the sick may have the benefit of advancing knowledge, union of forces is necessary.”

~ Dr. William J. Mayo, 1910

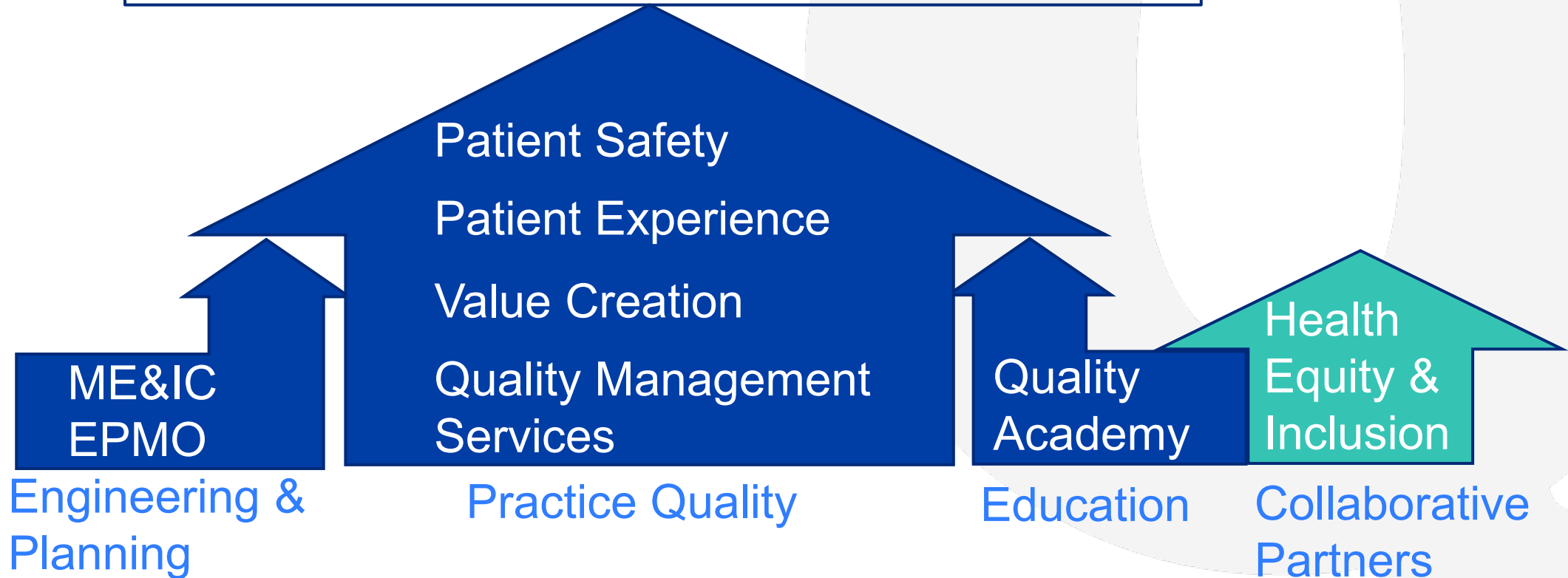
- This simple idea led to the “miracle in the cornfield”
 - Early adoption of technologies (e.g. sterile technique)
 - Commitment for advancing science of patient care
 - Move from purely surgical practice toward preventing and understanding the determinants of disease
- Recruited like minded individuals and maintained a focus on quality
- Current motto: “The Needs of the Patient Come First”

How do we maintain this culture?

- Strong commitment to patient centered care as a value
- Accountability- measure success, don't assume it
- Ongoing continuous improvement in practice
- Training individuals in quality improvement

Mayo Clinic's Quality Infrastructure

The Needs of the Patient Come First
QUALITY



Mayo Value Equation

$$\text{Value} = \frac{\text{Quality} \text{ (Outcomes + Safety + Service)}}{\text{Cost} \text{ (For span of care over time)}}$$

Driving the Quality Academy Mission

Mayo Clinic Operating Plan Objectives



Mayo Clinic Quality Academy Mission

To educate and inspire
all health care staff
to bridge gaps in quality



The Mayo Clinic Quality Academy

- Educational unit within the Mayo Clinic College of Medicine and Science across the enterprise
- Practice driven content
- Faculty includes physicians, engineers and other staff with quality improvement expertise
- Courses delivered in collaborative/work unit based model, face-to-face (classroom), blended and online
- Mayo Quality Fellows Program

Mayo Clinic Quality Timeline

1995

- Mayo Clinic Quality Conference

2005

- Simulation

2006

- Quality Business Plan/Construct Approved
- **Quality Academy Established**
- Quality Scoreboard developed

2007

- **Champions Training – Mayo Clinic Leaders**
- EMR consolidation

2008

- Top 5 Safety Initiatives
- Mayo Clinic CPC

2009

- **Bronze Quality Fellows**

2010

- **QRB Formed MOC-Quality Test Approved**
- **Silver Quality Fellows Launched**
- Value Creation System

2011

- Center for the Science of Healthcare Delivery
- **Gold Quality Fellows Launched**

2012

- Commitment to Safety

2014

- **Diamond Quality Fellows**

2016

- **Office of QI Scholarship**

2018

- **Quality Academy Launches Commercial Activities**
- New EMR integrated across enterprise

Translating Clinical Excellence into Quality Improvement Excellence





WHAT IS YOUR GROUP OR INSTITUTION'S SHARED VISION?



HOW DOES QUALITY TIE TO VALUE?



Bottom Line: Values Drive High Value Care

In America our idealism is not unusual, nor does it differ much from that of the medical faculty of other countries, if we excel in anything, it is in our capacity for translating idealism into action.”

- Dr. Charlie Mayo



THANK YOU

QUESTIONS AND DISCUSSION