



**Today, Tomorrow and Beyond  
A Report to the Arizona Community—2009**



In these turbulent economic times, it may be more important than ever to reflect on the care that has been provided, the progress that has been made and the good that has been accomplished by Mayo Clinic in our Arizona community. Since opening our Scottsdale campus in 1987 and our Phoenix campus in 1998, Mayo Clinic has grown to become a vital part of Arizona and the southwest—providing unparalleled patient care, leading the way in cancer and other medical research to provide new and improved therapies for patients and working closely with world-class educators to advance medical knowledge and bolster Arizona’s reputation as a premiere health care center.



*“The ills of today must not cloud the horizon of tomorrow.”*

—William J. Mayo, M.D.

In this—our first community report directly about Mayo Clinic in Arizona—we are proud to tell you about a wide range of activities: providing training that helps local physicians provide better care for patients, partnering with leading community organizations to make health care more accessible to all and supporting staff members who give selflessly of their time and resources to care for the less fortunate among us.

We hope this information will warm your heart, inspire ongoing action and encourage everyone to continue working for the betterment of our community and those living in it.

A handwritten signature in black ink, appearing to read "Victor F. Trastek".

Victor F. Trastek, M.D.  
Chief Executive Officer  
Mayo Clinic Arizona

A handwritten signature in black ink, appearing to read "Gregory J. Thomas".

Gregory J. Thomas  
Chief Administrative Officer  
Mayo Clinic Arizona



## Our Arizona Roots

When Dr. Will and Dr. Charlie Mayo first visited Arizona in the early 1900s, they declared the area “a health-giving climate,” and they made efforts to foster it. During annual trips to their winter homes in Tucson in the 1930s, they visited local hospitals and mentored local physicians as part of their continuing efforts to improve patient care and better the community.

From this early family fascination with the wild American West to the unprecedented modern expansion of our multi-campus facilities focused on patient care, research and education, the many ways that Mayo Clinic has forged an intrinsic relationship with the Arizona community could hardly have been foreseen. Today, Mayo Clinic in Arizona continues this 100-year tradition of community service and excellence in patient care, research and education through a variety of programs.



*“All who are benefited by community life, especially the physician, owe something to the community.”*

—Charles H. Mayo, M.D.



# Serving

## Did you know...

- Mayo Clinic employees in Arizona have donated hundreds of pounds of food to the Joshua Tree Food Shelter, the Ronald McDonald House and the Mesa Men's Shelter. Mayo Clinic also supports food banks and meal programs for the underserved through the Society of St. Vincent de Paul, a not-for-profit organization that provides meals to the homeless population and medical and dental care to the working poor of Maricopa County.
- The Mayo Clinic Cancer Center has partnered with the Phoenix Indian Medical Center (PIMC) to provide more care options for Native American patients. For more than four years, Mayo physicians from the Division of Hematology/Oncology have staffed the PIMC Cancer Clinic, seeing newly diagnosed cancer patients and managing ongoing treatment and surveillance for established patients. In our latest initiative, Mayo clinical research coordinators have been added to the care team at PIMC to support the activation of cancer clinical trials.
- Mayo Clinic's Diversity Interest Groups bring peers and coworkers together while providing health-care and other outreach services, financial contributions and volunteers for various community projects. For example, the African Descendant Interest Group provides regular outreach to families staying at the Ronald McDonald house. Mayo Clinic employees purchase, prepare and serve food to guests staying in the house during the hospitalization of a family member.
- Mayo Clinic provides board leadership to multiple community organizations. For example, Mayo provides volunteers and financial contributions to the Arizona Transplant House through fund-raisers, direct contributions and a 5K run/walk fitness camp.
- Mayo Clinic provides leadership to the Diversity Leadership Alliance in Arizona, a collaborative dedicated to building, empowering and sustaining diverse communities.
- In November 2008, Mayo Clinic spearheaded a collaborative effort at the East Valley Men's Center (which helps homeless men to improve their lives in preparation to rejoin local communities) to provide knee-to-foot wellness exams, as well as more than 100 pairs of free boots and socks to the center's temporary residents.
- Mayo Clinic staff members can often be found providing support to fundraising and awareness events around the Valley, including the annual Alzheimer's Association Walk, the Susan G. Komen Race for the Cure, the Dragon Boat Festival (raising funds to support various charities including the Special Olympics of Arizona) and many others.
- Mayo Clinic provides charity care to help patients experiencing financial hardship, including helping patients find sources to fund their care, providing medical services at reduced rates or no cost when appropriate and providing emergency care to stabilize patients regardless of their ability to pay.



# Our Con

## Helping Build Arizona

Mayo Clinic has a vast financial impact on the local economy, reaching far beyond the more than 4,000 physicians and allied health staff members who make up our Arizona family.

For the sixth consecutive year, FORTUNE Magazine named Mayo Clinic to its list of the “100 Best Companies to Work For” in America. FORTUNE cited many criteria that helped Mayo Clinic earn its spot on the list, including our medical benefits, our “hire for life” recruitment philosophy and an annual turnover rate of 6.9 percent—less than half the national average for hospitals. A full 17 percent of clinic employees have worked at Mayo Clinic for 20 years or more.

**FORTUNE**  
**100 BEST**  
**COMPANIES**  
**TO WORK FOR** 2008

## Mayo Clinic proudly supports these community organizations

Alliance of Arizona Nonprofits  
ALS Association  
Alzheimer's Association Desert SW Chapter  
American Cancer Society  
American Heart Association  
American Lung Association  
American Red Cross  
Arizona Brain Tumor Association  
Arizona Citizens for the Arts  
Arizona Grantmakers Forum  
Arizona Hospital and Healthcare Association  
Arizona State University  
Arizona Transplant House  
Arthritis Foundation  
Crohn's & Colitis Foundation of America  
Community Celebrating Diversity  
Diversity Leadership Alliance  
Epilepsy Foundation of Arizona  
Greater Phoenix Chamber of Commerce  
The Arizona Hispanic Chamber of Commerce  
Hospice of the Valley  
Joshua Tree Feeding Program  
Juvenile Diabetes Research Foundation  
The Leukemia & Lymphoma Society –  
Desert Mountain States Chapter  
Lymphoma Research Foundation  
Maricopa County Community College District  
Maricopa Health Foundation  
Midwestern University  
National Multiple Sclerosis Society –  
Arizona Chapter  
North Phoenix Chamber of Commerce  
Northern Arizona University  
Parkinson Network of Arizona  
Phoenix Children's Hospital  
Phoenix Indian Medical Center  
Ronald McDonald Houses of Phoenix  
The Salvation Army  
Scottsdale Area Chamber of Commerce  
Scottsdale Leadership  
Society of St. Vincent de Paul  
St. Luke's Health Initiatives  
Susan G. Komen for the Cure  
Thunderbirds Charities  
United Blood Services  
University of Arizona  
Valley of the Sun United Way  
The Wellness Community



# Community

## Collaborations in Arizona

Mayo Clinic has developed many strategic collaborations in Arizona, working with organizations whose values are consistent with Mayo's mission of serving patients. This sharing of key resources and capabilities among many outstanding organizations enables Mayo to provide programs and services for patients and their families that would not be possible otherwise.

### Arizona State University

- In 2006 the Mayo-ASU Center for Cancer-related Convergence, Cooperation and Collaboration (MAC5) opened to support jointly funded collaborative cancer research efforts between Mayo Clinic and ASU. This effort brings together Mayo physicians and ASU computing, engineering and informatics specialists.
- Mayo and ASU have also collaborated to create the ASU College of Nursing and Health Innovation / Mayo Clinic Campus, which increases enrollment capacity for nursing students statewide. Students are taught, using ASU nursing curriculum, by a faculty of Mayo Clinic nurses in a classroom environment on the Phoenix campus. Beginning in 2009, a clinical laboratory learning space will open at Mayo Clinic Hospital to further support this successful program.



### Phoenix Children's Hospital

- In 2003 Mayo Clinic partnered with Phoenix Children's Hospital to introduce the Valley's first pediatric bone marrow transplant (BMT) program, eliminating the need for families to temporarily move hundreds of miles away from home in order to care for and be near a child receiving treatment. As part of a unified system on multiple campuses, the BMT program at Mayo Clinic is one of the largest and most experienced in the world.
- In 2007 a unique collaboration between Mayo Clinic, Phoenix Children's Hospital and Arizona Pediatric Cardiology Consultants began providing continuity of care for patients with congenital heart disease—helping patients who reach adulthood to transition from pediatric to specialized adult medical care and receive treatment at Mayo's Phoenix campus.



### Translational Genomics Research Institute (TGen)

- In 2003 Mayo Clinic and TGen began a unique research partnership that investigates biology, genetics and the targeted treatment of certain cancers and brings innovative research findings directly to the bedside of patients.
- Mayo and TGen recently formalized a strategic alignment that will allow TGen researchers to become members in the Mayo Clinic Cancer Center. Their membership will facilitate and enhance the collaboration between the faculty of both organizations on cancer research initiatives.



## Providing Ongoing Education

Mayo Clinic provides a number of post-graduate and undergraduate programs, as well as enrichment opportunities for patients, staff members and visitors.

### Did you know...

- 554 Allied Health students have completed all or part of their training at Mayo Clinic in Arizona, and many later joined our family as staff.
- More than 1,200 nursing students have included Mayo Clinic as part of their training experience.
- 444 residents and fellows have completed all or part of their training at Mayo Clinic in Arizona.
- 524 medical students have completed rotations from 120 different medical schools.
- More than 400 continuing medical education courses have been held, with more than 36,000 attendees receiving instruction from Mayo Clinic faculty.



### Arizona Transplant House & American Cancer Society Hope Lodge

- The Village at Mayo Clinic, scheduled to open mid-2009, is a “home away from home” for transplant and cancer patients. This collaboration involving Mayo Clinic, the Arizona Transplant House and the American Cancer Society Hope Lodge will enable patients and their families and/or caregivers to stay in a nurturing environment.



### Hospice of the Valley

- Mayo Clinic and Hospice of the Valley have been working together for many years to provide excellent end-of-life care for patients with cancer and other diseases. Hospice of the Valley has built an inpatient facility on the Mayo Clinic Hospital campus in northeast Phoenix. The structure is a private, homelike setting for patients whose needs are better met in an inpatient environment. There are 12 private rooms, a family area, kitchen and an area for staff. Families are welcome around the clock. There are plans to build a second structure to house additional patients on the Phoenix campus.



### Marriott International

- In partnership with Marriott International, Mayo Clinic has arranged for lodging on each of its campuses for the benefit and convenience of patients.
- Residence Inn by Marriott Desert View at Mayo Clinic is a 208-room facility on the Phoenix campus that provides convenience for patients at Mayo Clinic Hospital and the Mayo Clinic Specialty Building.
- Courtyard by Marriott at Mayo Clinic in Scottsdale offers 124 rooms for the convenience of outpatients at the Scottsdale campus.





## Looking to the Future

Mayo Clinic is actively involved in national health care reform efforts because we believe that the needs of the patient come first. In September 2008, Mayo Clinic, Arizona State University and Project for Arizona's Future hosted more than 100 business, academic, health care and regional leaders at the Southwest Conference on Health Care Reform. The conference was designed to raise awareness about the need for patient-centered reform, building on the work of several other symposiums and conferences held over the past two years by the Mayo Clinic Health Policy Center. Participants discussed and compared health care reform recommendations within the context of regional health care issues faced by providers, payers, employers and patients throughout Arizona.



Victor F. Trastek, M.D., CEO of Mayo Clinic Arizona, compares health care reform to fixing an airplane in mid-flight. "We have to keep modifying that plane [the health care system] so that it's more efficient and effective, and delivers real value for patients." Mayo Clinic will continue to play a leadership role in trying to bring about crucial reforms in the American health care system.

*"In America our idealism is not unusual.  
If we excel in anything, it is in our  
capacity for translating idealism into action."*

—Charles H. Mayo, M.D.

In every aspect of our relationship with the Arizona community, Mayo Clinic will continue the tradition of service established by our founders, Drs. Will and Charlie Mayo. The manner in which this commitment is carried out will continue to vary depending on the community and its needs. But one thing is certain. We will always live up to the standard set by our core value: The needs of the patient—and of our community—come first.



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