



COMMITMENT TO THE COMMUNITY is a founding principle and fundamental value of Mayo Clinic as we fulfill our mission in patient care and advancement of the science of medicine. The earliest accounts of Mayo Clinic reflect the humanitarian desire to help those close by and in need. When country doctor William Worrall (W.W.) Mayo witnessed the terrible injuries resulting from the 1883 tornado that swept through Rochester, he and his two sons, also physicians, were moved to stay and help those in this community to heal. With Mother Alfred Moes and the Sisters of Saint Francis, Dr. W.W. Mayo helped to plan and build Rochester's first hospital, Saint Marys. With this decision and dedication, a historic institution in mission, impact and legacy was begun.



In the following 130 years the relationship between Mayo Clinic and Rochester grew stronger and became even more interdependent. It is easy to understand why. Mayo cannot succeed and achieve its goals without strong support of the community. A vibrant, healthy and safe environment is necessary to serve our patients, educate tomorrow's health care professionals, and attract and retain high quality staff to perpetuate our mission. And as Mayo Clinic remains strong, it continues to contribute to the health and economic prosperity of our city, region, state and country.

There is much to celebrate in our community and region — a stable and vibrant economy, a growing environment for educational and business opportunities, pleasant and welcoming neighborhoods, and a culture enriched by increasing diversity. We have many strong partnerships among organizations and businesses led by people who continuously look ahead and join together to meet each new challenge. As Rochester and our region continue to grow, the collaboration, shared vision and goodwill of Mayo Clinic and the community remain integral to creating a bright future where we all learn, live, work and thrive together.

This report shares examples of Mayo Clinic's impact and commitment to our community during 2009.

In partnership,

A handwritten signature in black ink that reads "Glenn Forbes". The signature is fluid and cursive.

Glenn Forbes, M.D.
Medical Director, State Government and Community Affairs
Mayo Clinic

HEALTH CARE AND WELLNESS

Mayo Clinic provided \$58 million in charity care in 2009. Mayo's charity care program serves patients with financial need and with medical conditions for which Mayo Clinic is uniquely qualified to provide care. In addition Mayo Clinic supported \$229.7 million in unpaid portions of Medicaid and other indigent care programs.



- Mayo Clinic provides financial and in-kind support to the Salvation Army Good Samaritan Medical and Dental Clinics, and the Zumbro Valley Mental Health Center to serve local citizens and families who cannot otherwise afford care.
- Mayo Clinic participates in the Community Health Access Collaborative Group, a partnership of approximately 30 local and regional community health care organizations. The collaborative analyzes needs and creates solutions for health care access, health education and prevention for all members of the Rochester community and in the southeast Minnesota region.
- Mayo Clinic supports Rochester patient hospitality houses such as the Ronald McDonald House, The Hope Lodge and The Gift of Life Transplant House. These facilities provide patients with serious and complicated illnesses with a home-like place to live during their lengthy visits to Rochester for extended care.
- Mayo Clinic partners with Olmsted County Health Department, Olmsted Medical Center and other area health providers to prepare for and coordinate responses to emergency health issues. For the nationwide H1N1 influenza outbreak in 2009, Mayo Clinic worked with area providers to coordinate mass immunizations and disseminate information about H1N1 vaccination to the community. Mayo Clinic provided nearly 32,000 doses of H1N1 vaccine to residents of Olmsted County, including immunization clinics within the Rochester public schools.

RESEARCH AND EDUCATION

Mayo Clinic reinvested \$400 million in education and research programs in 2009. Our research and education programs provide numerous benefits to society as well as to our local community. Advances in research improve disease prevention and treatment opportunity for all people, and our education programs prepare the next generation of health care providers to provide excellent and compassionate care to Mayo Clinic's patients and to patients in other health care organizations throughout the world.

- Students from our educational programs participate in community service projects and programs as part of their educational curriculum to help them better understand public health needs and to fulfill personal and professional humanitarian goals.
 - Mayo Clinic partners with Rochester Public Schools and Rochester Community and Technical College to provide educational classes about health care careers for more than 200 high school seniors.
 - Each year, Mayo Clinic research laboratories sponsor several programs for students and teachers from local and regional elementary and secondary schools.
- Participants visit Mayo research facilities to learn about careers in science, and how science lessons taught in school apply to real world applications to solve the mysteries of disease and improve health and wellness.
- Mayo Clinic's Center for Translational Science Activities (CTSA) seeks to improve patient care and overall community health by working with Olmsted county and regional communities on health issues that matter to their members, collaborating with diverse community members to conduct research relevant to them, and helping community medical providers incorporate practice-based research and research-based change.





SOCIAL RESPONSIBILITY

As Minnesota's largest private employer, Mayo Clinic generates a \$22 billion positive impact for the United States economy including a \$9.6 billion positive impact for Minnesota's economy, according to a 2009 study conducted by the Battelle Memorial Institute. That study concluded that Mayo Clinic also directly and indirectly supports 144,468 jobs nationwide including 70,000 in Minnesota.

Mayo Clinic is dedicated to giving back to the communities where its employees live and work. Through its *Community Contributions Program*, Mayo Clinic invests in local charitable efforts that support health and wellness, community enrichment, human capacity and sustainability.

- Mayo Clinic supports downtown planning activities with the city of Rochester and local nonprofit organizations and businesses to enhance access, services and sustainability of downtown Rochester for all residents and visitors.
- Mayo Clinic participates in local, state and federal collaborative efforts for major transportation planning to serve Rochester and southeast Minnesota with the goals of providing alternatives, improving access, increasing capacity and maximizing safety.
- Mayo Clinic participates in The Minnesota Partnership for Biotechnology and Medical Genomics to facilitate research collaborations across academic institutions and the biotechnology industry. Resulting research productivity in genomics and biotechnology has helped to attract more than \$60 million in new funding from the National Institutes of Health to Mayo Clinic and the University of Minnesota.
- The Mayo Clinic Health Policy Center continues to advocate locally, regionally and nationally for patient-centered, accessible, high-quality health care reform, so that all patients can access and benefit from high-quality, affordable medical care throughout their lives.

COMMUNITY CONTRIBUTIONS PROGRAM

Mayo Clinic in Minnesota invested \$2.5 million in 2009 to support more than 100 programs and projects of local and regional community nonprofit organizations. Mayo Clinic considers requests for funding and in-kind support for new and ongoing programs within the focus areas of human services, education and workforce development, the arts and cultural enrichment, diversity and others.

For more information about our community contributions program, including guidelines and process for review, visit: www.mayoclinic.org/community/minnesota



COMMUNITY BENEFIT SUMMARY: Benefits to those in need and the Broader Community*

Year Ended Dec. 31, 2009 (estimated In Millions)

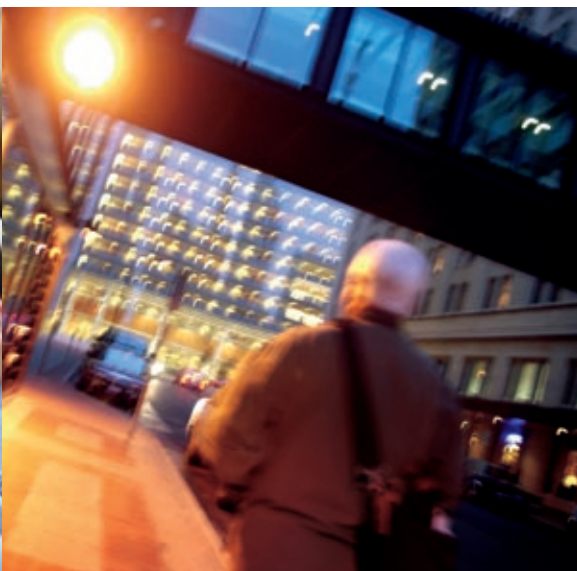
Cost of Benefit Provided to those in need	2009
Charity care	\$ 58.0
Unpaid portions of Medicaid and other indigent care programs	229.7
Total quantifiable benefit to those in need	\$ 287.7

Cost of Benefit Provided to the Broader Community

Non-billed services and cash and in-kind donations	\$ 2.5
Education and Research**	400.3
Total quantifiable benefit to the broader community	\$ 402.8
Total estimated cost of quantifiable community benefit	\$ 690.5
Unpaid portions of Medicare	\$ 773.4

* The estimated cost of benefits to those in need and the broader community were calculated in accordance with the guidelines set forth by CHA/VHA. These amounts reflect all of Mayo Clinic's operations in Minnesota, Arizona, Florida and for Mayo Health System.

** The estimated cost of education and research excludes externally sponsored funding that totaled \$368.8 in 2009.



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