



### Work Place Culture

- ★ Programs, services and managerial flexibility are offered within work areas to help employees juggle life and job demands. Among the various options is the Non-taxable Dependent Scholarship Awards program for employees' children providing recipients tuition funds of up to \$3,000 per year for as many as four years.
- ★ Mayo subsidizes fees for three sick child care options including one that provides in-home care; in addition, contracts with an organization to provide, free of charge, information and referral services for child care, backup child care and dependent adult/elder discounted care services.
- ★ The Personnel Committee sponsors numerous Diversity Interest Groups to connect employees with similar interests to share friendship, fun and relaxation to further enhance diversity and mutual respect at Mayo.



### Leadership Excellence

- ★ Mayo Clinic is a private group practice governed by physician-led committees. Its philosophy being to provide the best care to every patient every day. Direct employee access to leadership is a hallmark of Mayo Clinic's culture. Leaders are approachable, personable and practice a true open-door policy encouraging staff to communicate with them. Leaders, management and supervisory staff answer their own phones, pages and emails utilizing publications, the intranet, email, large group meetings and smaller forums, events and one-on-one discussions to communicate with staff.
- ★ The Mayo Clinic Cancer Center partners with the Phoenix Indian Medical Center (PIMC) to provide more care options for Native American patients. Physicians from the Division of Hematology/Oncology staff the PIMC Cancer Clinic, seeing newly diagnosed cancer patients and managing ongoing treatment and surveillance for established patients. Clinical research coordinators support the activation of cancer clinical trials.



### Corporate & Social Responsibility

- ★ Employees are encouraged to be involved in their communities through close to 50 various organizations. Mayo fosters the principle of societal commitment through financial contributions to organizations within each community. An internal employee web site gives employees access to a community link with an online index to connect to volunteer opportunities.
- ★ Mayo is committed to prudent environmental practices reducing pollution and thereby promoting the general health and well being of the community offering personal incentives to employees utilizing travel alternatives to and from work. Amenities for participants include showers, Platinum Bus Card/Light Rail passes and 38 subsidized vanpools with pick-up locations throughout the valley. The Guaranteed Ride Home Program ensures alternate transportation for participants unable to use their mode of transportation that got them to work on their return due to an emergency situation, illness or low work load.



### Customer Opinion

- ★ Mayo strives to inspire the highest quality commitment to patient care by rewarding employees who exemplify its values. Recognition is an expression of appreciation that requires awareness and action. Through the Awards for Excellence program, Mayo provides opportunities to acknowledge the dedicated people who demonstrate the values and excellence for which Mayo is known. The Mae Berry Award for Service Excellence is also a forum to recognize allied health staff members who provide exemplary service to patients and/or co-workers. Recipients of the award are selected from the past (12 month) recipients of the Award for Service Excellence.



### Awards

- ★ Best Places to Work, Phoenix Metro's Best, Phoenix Business Journal 2009
- ★ Best Employers for Healthy Lifestyles – Gold Award, National Business Group on Health Institute 2009
- ★ 100 Best Companies to Work For in America, Fortune Magazine 2002-2009
- ★ Best Hospital, U.S. News & World Report 20th Straight Year