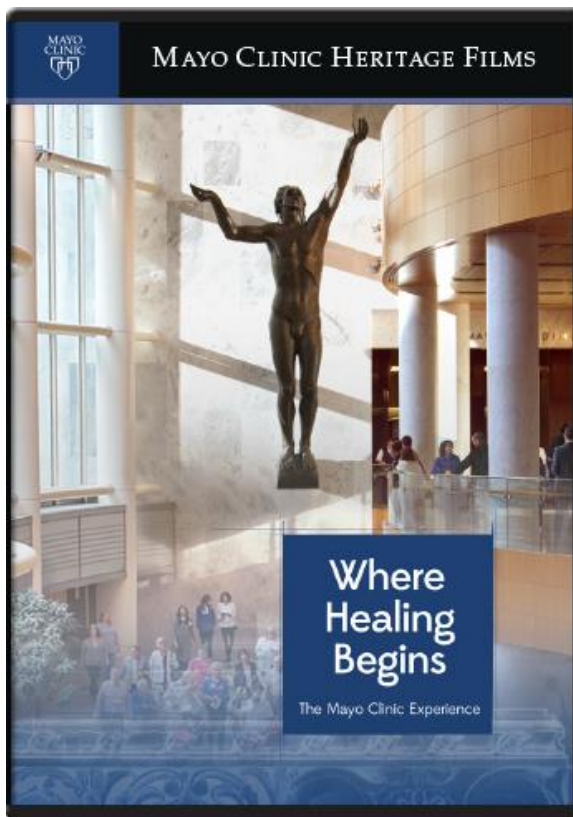




Mayo Clinic Heritage Films Discussion Guide

Where Healing Begins: The Mayo Clinic Experience



For more than a century, people have found Mayo Clinic to be a welcoming place that delivers medical excellence with care and compassion. The Mayo brothers and the Sisters of St. Francis believed that architecture, art and nature all contribute to the healing experience. Their early buildings set a standard that continues to shape every Mayo Clinic campus today: environments that are highly functional and strikingly beautiful, serving the primary value of putting the needs of the patient first. This documentary provides a behind-the-scenes look at the careful thought and sophisticated engineering that go into creating an atmosphere where patient care, medical research and education thrive.

Discussion Questions

1. When you walk into a building for the first time, what gives you a feeling of confidence and reassurance?
2. Based upon this film or an in-person visit, how would you describe the environment of Mayo Clinic?
3. Describe how “people skills” can be as important as technical skills.
4. Why is efficiency, along with quality, important in the practice of medicine?
5. What encounters have you had in a medical environment that made you feel valued and cared for?
6. Explain how art can be part of the healing process.
7. How do the attire and decorum of medical staff convey a sense of professionalism? Why are “first impressions” and “last impressions” important in a patient’s sense of satisfaction?