



THE EVOLUTION OF THE SOCIAL WORK PROFESSION OVER 100 YEARS AT MAYO CLINIC AND INTO THE FUTURE

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MAYO CLINIC ENTERPRISE

7 Sites/Regions

Arizona



Florida



Rochester



SWWI
La Crosse,
Onalaska, Sparta



Eau Claire, Menomonie,
Barron, Bloomer

NWWI



SEMN

Albert Lea, Austin, Red Wing,
Cannon Falls, Lake City

SWMN

Mankato,
Fairmont, New
Prague, Waseca,
St. James

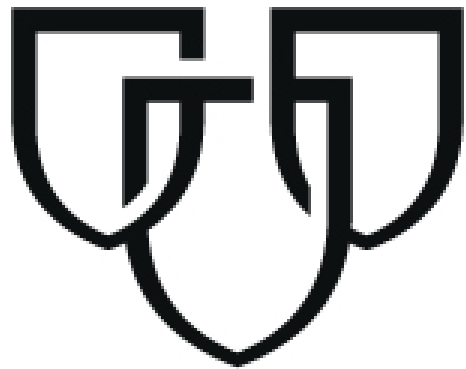


LEARNING OBJECTIVES

1. Understand how leadership at Mayo Clinic has evolved the social work profession to practice at the top of their license over time.
2. Identify the benefit of a systemwide specialty council to address the psychosocial needs of patients by recognizing the importance of variables on the outcome of healthcare delivery.
3. Describe how to integrate and keep social work relevant in a major medical organization utilizing strategic initiatives.



MAYO CLINIC



RESEARCH, PATIENT CARE, EDUCATION

“...success in the practice of medicine depends to a large extent on the understanding of human emotions...”

- William J. Mayo (1932)

Social training of the surgeon and physician class

“Medicine is a profession for social service and it developed organization in response to social need”

- Charles Mayo (1931)

International medical progress



Two-minute video: Values Council

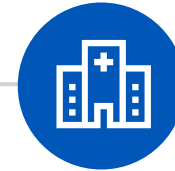
DECADES OF PROGRESS

The social work profession remains a major contributor to Mayo Clinic patients, teams, the communities, and our organizations despite working in an ever-changing climate.



MAYO CLINIC ROCHESTER

Social Services began in 1921
6 Social Workers
1,240 patients



MAYO CLINIC ENTERPRISE

Rochester, Arizona, Florida and
four Mayo Clinic Health Systems
regions in Minnesota and
Wisconsin



ENTERPRISE SECTION OF SOCIAL WORK

100 years later...
420 social workers
207,481 unique patients

TIME LINE

**SECTION OF
MEDICAL SOCIAL
SERVICES**

1920s



**PARTICIPATION IN
AMERICAN
ASSOCIATION OF
HOSPITAL SOCIAL
WORKERS**

1930s



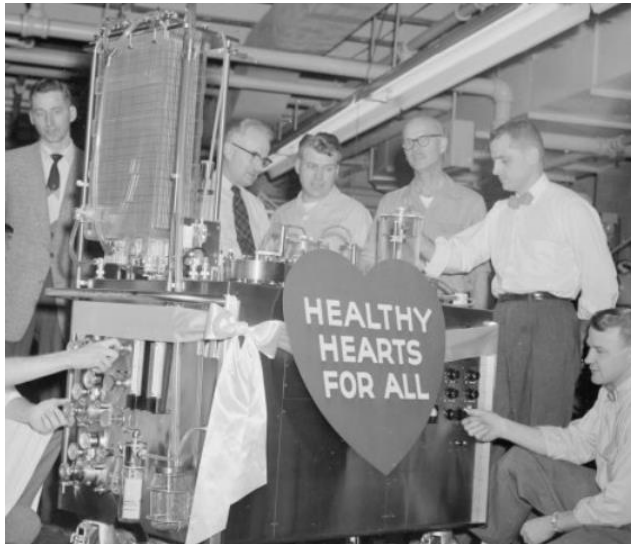
**SPECIALTY
SOCIAL WORK
SERVICES BEGIN**

1940s



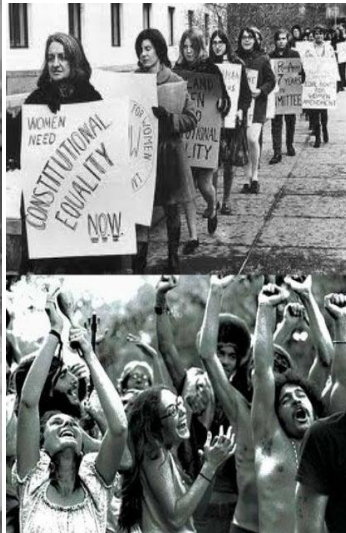
SPECIALTY EXPANSION

1950s



MULTIDISCIPLINARY TEAMS

1960s



An Era of Social Change



PSYCHIATRIC SOCIAL WORK

1970s



Re-enacting Bimbrand's Anatomy Lesson is a Mayo Medical School tradition founded by the first class — "Mark Withrow's idea," according to professor Duane Rorie, right. Students from the bottom, left: Paul Schultz, David Rigert, Kerry Olney, Mark Hango, Jeffrey Smith, Mark Withrow, Philip Kaly, James Dawson.

CHARTER CLASS— AN UPDATE ON THE FIRST MAYO MEDICAL SCHOOL GRADUATES

THEY ARE STILL REMEMBERED fondly at Mayo as "a special class"—the first students to graduate from Mayo Medical School. For the most part, they attended college in the late '60s and early '70s, the year years of their generation.

From Cleveland and Fort Wayne and Stanford and Memphis, from Idaho, St. Paul and Sask. Rapidly, 40 of them came to the new medical school in Rochester in 1972. One moved up in a Harley-Davidson and parked it on the Student Center lawn. Another wore a feather in his hair, secured by a headband. A third

couldn't understand why she shouldn't bring her dog to classes, since he would be lonesome by himself all day at home.

"We may initially have been a bit overwhelming to an institution unaccustomed to medical students," class member David A. Lundberg said four years later in his commencement remarks. "But many Mayo physicians have since told us that they have been grateful for our presence, because we have forced them to re-examine and re-evaluate their own methods and procedures. This is the positive aspect of diversity."

Allowing four years for medical school, three years plus for residency, the Class of '76 has begun to establish itself in the profession. High time, we thought, for an update: Where are they today? What are they doing? How have their perceptions of medicine changed if they had it to do over again, would they still have pioneered at Mayo?

Accordingly, The Mayo Alumni wrote to the 39 who graduated May 29, 1976. Twenty-three responded, in letters of varying scope, typical of the diversity of the class.

EXPANSION TO OUTPATIENT EDUCATION

1980s



LEADERSHIP RESTRUCTURE & PRACTICE

1990s



24/7 ACCESS TO SOCIAL WORK

2000s

THE WALL STREET JOURNAL.

SPECIAL REPORT N - MAIN

Mayo Clinic and Roche Diagnostics Develop Rapid Anthrax Test

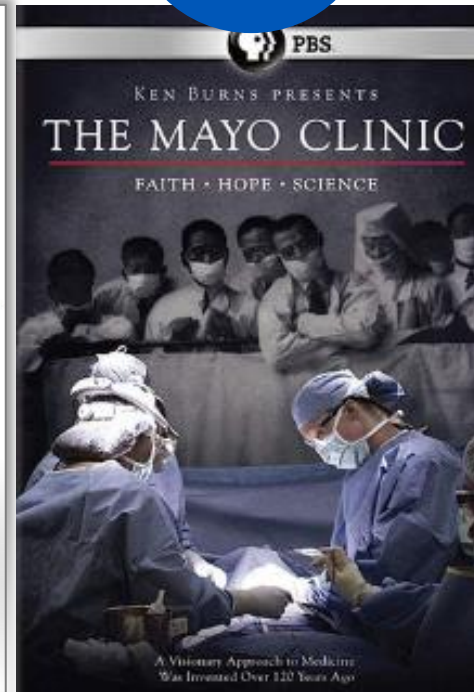
By
GEETA ANAND Staff Reporter of The Wall Street Journal
Updated Nov. 6, 2001 12:01 a.m. ET

Mayo Clinic and Roche Diagnostics announced Monday that they have developed a rapid anthrax test that can detect the deadly bacteria in the environment and people in 30 minutes. They plan to give the tests away free this week to 24 labs around the country.

The U.S. Centers for Disease Control and Prevention uses the same kind of test. The clinic is capable of providing it in large numbers. Wider availability of the test could help accelerate the detection of anthrax,

ENTERPRISE SECTION OF SOCIAL WORK

2010s



GLOBAL PANDEMIC

2020s



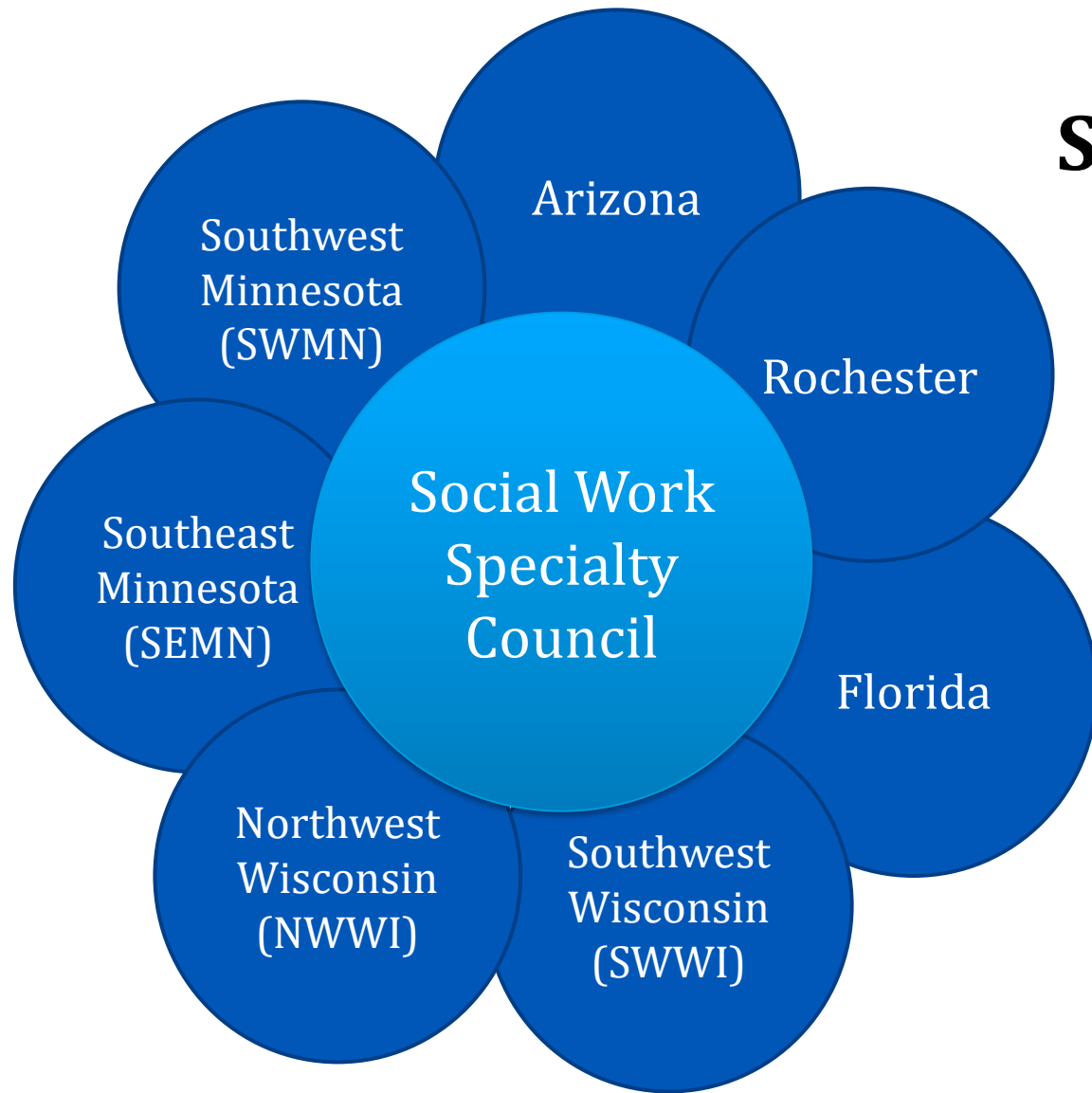
MAYO CLINIC
HEALTH SYSTEM

Enterprise Committees/Work Groups

- Advanced Care Planning
- Education/Annual Competency
- Recognition (MCSWYA)
- Billing/Revenue Capture
- Emergency Department
- Social Work Acuity and Workload Scale
- Specialty Practices
 - Transplant
 - Oncology
 - Hospice/Palliative Care



2022



SOCIAL WORK SPECIALTY COUNCIL

- Section of Social Work Mission Statement
- Mayo Values (RICH TIES) as our guiding principles and objective measures

Respect | Integrity | Compassion | Healing | Teamwork | Innovation | Excellence | Stewardship

- The Needs of the Patient Come First
- One Mayo Clinic: **Various geographical regions with their own unique needs (rural, destination, & specialty service)**
 - Understanding and Appreciating Differences
 - Standardization
- Bold. Forward
- Cure. Connect. Transform.

SECTION OF SOCIAL WORK MISSION STATEMENT

The Section of Social Work, in conjunction with a multidisciplinary team, utilize integrated clinical practice, education and research to deliver comprehensive and high-quality services through connecting with patients to understand and advocate for their unique needs. We inspire hope and contribute to the healing and well-being of our patients by applying the six Core Values: Service, Social Justice, Dignity and Worth of the Person, Importance of Human Relationships, Integrity and Competence.

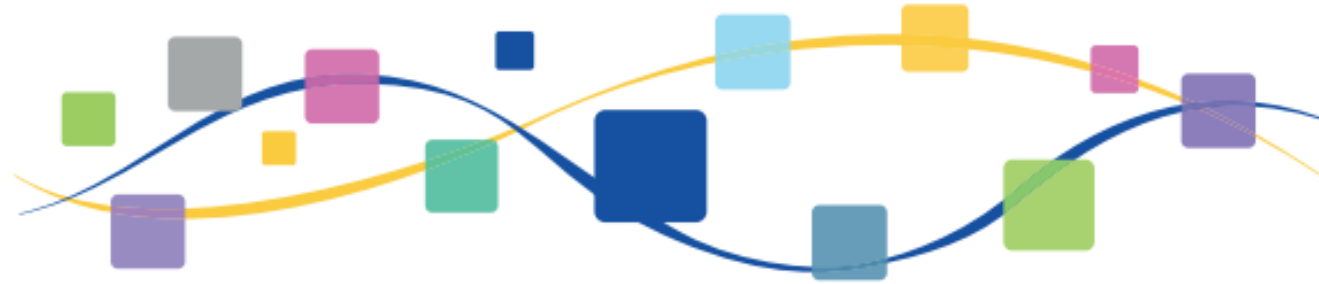


“The relation of the physician to the patient is exceedingly close. The knowledge the physician obtains through confidential communications is kept inviolate.”

“His associations with the family give him an understanding of their social, domestic, and financial conditions which is not equaled by any other profession.”

- William J. Mayo (1933)

Mayo Clinic Values



The needs of the patient come first

- **Respect:** Treat everyone in our diverse community including patients, their families and colleagues with dignity.
- **Integrity:** Adhere to the highest standards of professionalism, ethics and personal responsibility, worthy of the trust our patients place in us.
- **Compassion:** Provide the best care, treating patients and family members with sensitivity and empathy.
- **Healing:** Inspire hope and nurture the well-being of the whole person, respecting physical, emotional and spiritual needs.
- **Teamwork:** Value the contributions of all, blending the skills of individual staff members in unsurpassed collaboration.
- **Innovation:** Infuse and energize the organization, enhancing the lives of those we serve, through the creative ideas and unique talents of each employee.
- **Excellence:** Deliver the best outcomes and highest quality service through the dedicated effort of every team member.
- **Stewardship:** Sustain and re-invest in our mission and extended communities by wisely managing our human, natural and material resources.

THE NEEDS OF THE PATIENT COME FIRST

Respect | Integrity | Compassion | Healing | Teamwork | Innovation | Excellence | Stewardship



Specialty Practice Partnership

Multidisciplinary Team: Social Work as an embedded member and active participant of the team

145 Unique Specialties
420 Social Workers

Making invisible work visible

Ongoing education of the role of social work

Bedside discharge planning

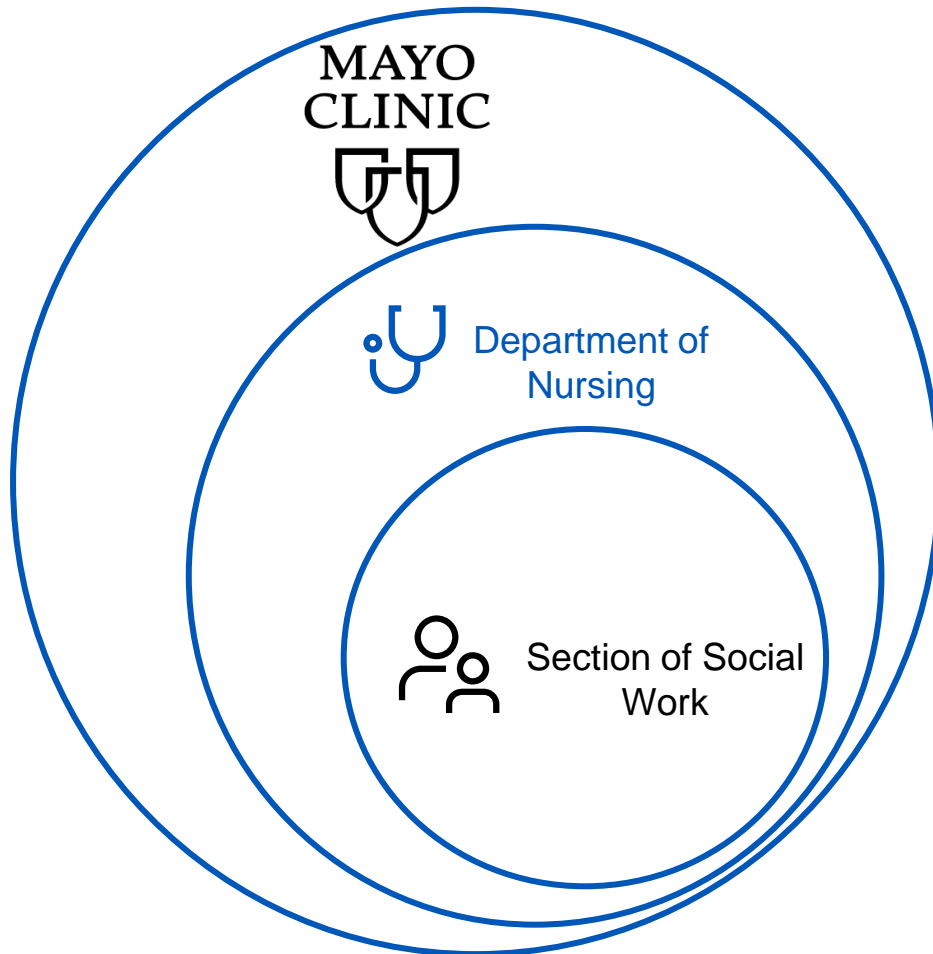
Highlighting psychosocial needs impact to positive medical outcomes

Mental health needs and crisis response work

Institutional Focus: SDOH

ONE MAYO CLINIC: SECTION OF SOCIAL WORK

Respect | Integrity | Compassion | Healing | Teamwork | Innovation | Excellence | Stewardship



**Social Workers
report to
Social Workers**

MEASURING SOCIAL WORK VALUE

Respect | Integrity | Compassion | Healing | Teamwork | Innovation | Excellence | Stewardship

MedSoc and Social Work Acuity and Workload Scale

Support
incremental
staffing &
replacement
requests

Measure of
staffing to
workload

Identify
specialty
area needs
regarding
psychosocial
care

Define
practice
complexity



Social Work Value
& Productivity

MedSoc

Name originated from Medical Social Work

*Quantifies patient facing time, care coordination time,
groups/rounds and patient non-specific time as a percentage
of hours worked*

Social Work Acuity and Workload Scale

In development

*Adding complexity score to the quantify the acuity of the
patient assessment and interventions; right person, right job*

Special Thanks to the University of Michigan Social Work Team

BOLD.FORWARD

Respect | Integrity | Compassion | Healing | Teamwork | Innovation | Excellence | Stewardship



Technology & Cross Site Collaboration

Leveraging technology to support enterprise & cross site collaboration

- Advanced Care Planning
- Education
- Recognition (MCSWYA)
 - Mayo Clinic Social Worker of the Year
- Billing/Revenue Capture
- Emergency Department
 - Social Admission Tracking
- Job Descriptions
- Staffing Models/Benchmarking
- Specialty Practices (Transplant, Oncology, Hospice and Palliative Care)
- Care Management Oversight Committee
- Recruitment Strategies
- Social Work Acuity and Workload Scale

MAYO CLINIC SOCIAL WORKER OF THE YEAR 2022



SWWI

Ally Waege, MSW, APSW



**Mayo Clinic Enterprise
Social Worker of the Year
Ally Waege, MSW, APSW
SWWI**



Rochester

**Kelli
Passalacqua,
MSW, LICSW**



NWWI

**Fran Jordahl,
MSW, LCSW**



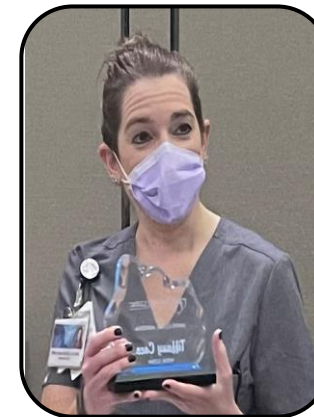
SEMN

**Abigail
Schaper, MSW,
LICSW**



Florida

**Traci Marfilius, MSW,
LCSW**



Arizona

**Tiffany Coco,
MSW, LCSW**



SWMN

**Amanda Paulson-Blom,
LSW**

Keeping social work relevant in a major medical organization utilizing strategic initiatives.



RESEARCH

- Research Studies
- Publications & Media Articles
- Conference Presentations

Scope of
Practice

Medical
Outcomes



EDUCATION

- Education Advancement
- Academic Appointment
- Students, Interns, Fellows
- Supervision
- Career Investment Program



PATIENT CARE

- Needs of the patient come first
- Onboarding and Orientation
- Mentorship
- SDOH





Into the Future....

OWNERSHIP OF THE PRACTICE

Elevating medical social work
to emphasize the clinical work

Social workers functioning at
the top of their license

Integrating a DSW

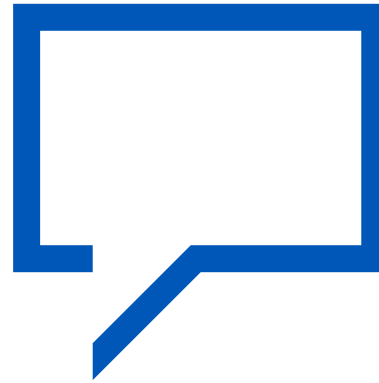
SDOH

Social work leadership at the
table to define the role of social
work in the multi-disciplinary
partnership

LATERAL LEADERSHIP

Collaborating with
external partners to
promote and strengthen
the profession

QUESTIONS & ANSWERS



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Habermann, Thomas M., Ziemer, Renee E., Stickney Beck, Carolyn. (2000). The Mayo Brothers' Heritage Quotes and Pictures. Minnesota. Mayo Clinic Scientific Press..

Berry, Leonard L., Seltman, Kent D.(2008). Management Lessons From Mayo Clinic. New York. McGraw Hill.

[Mayo Clinic Values | Mayo Clinic History & Heritage](https://history.mayoclinic.org/impact/mayo-clinic-values.php) <https://history.mayoclinic.org/impact/mayo-clinic-values.php>

[Mayo Clinic History & Heritage.](https://history.mayoclinic.org/timelines/history-timeline.php) <https://history.mayoclinic.org/timelines/history-timeline.php>

[The Evolution of Social Work: Historical Milestones.](https://online.simmons.edu/blog/evolution-social-work-historical-milestones/) <https://online.simmons.edu/blog/evolution-social-work-historical-milestones/>

Consultation with the University of Michigan Social Work team



THANK YOU
EVALUATION CODE: W-7