

# Management Lessons From Mayo Clinic Inside One Of The Worlds Most Admired Service Organizations

## Leonard L Berry

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Then I came across THIS title: Management Lessons From Mayo Clinic, a clinic "referenced" in the above-mentioned book. Mayo has been my family's clinic for over 30 years, and I can attest to the accolades bestowed upon this organization! In 30+ years, I have come in contact with only 2-3 employees I found unacceptable in the field of service!

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Although historical accounts of Mayo Clinic have been published in book form, no book has ever been published on Mayo Clinic 's service culture, strategy, management, and systems. Rider felt that such a book could make a genuine contribution, not only to external audiences of corporate, not-for-profit, and healthcare organization managers but ...

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Management Lessons from Mayo Clinic provides a close examination of the operating principles guiding every management decision at this legendary institution. The authors explain how the Clinic implements and maintains its strategy, adheres to its management system, executes its care model, and embraces new knowledge.

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Chair, Mayo Clinic Department of Radiology in the Midwest , 2013-2018. Chair of the Division of Neuroradiology in the Department of Radiology, 2004-2013. Chief resident, Mayo Clinic School of Graduate Medical Education, 1993-1994. Named Vice President, Mayo Clinic and CEO, Mayo Clinic Florida, January 2019.

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Management Lessons From Mayo Clinic: Inside One of the World ' s Most Admired Service Organizations, by Leonard L. Berry and Kent D. Seltman, 256 pages, with illus, \$27.95, New York, NY, McGraw-Hill (telephone: 800-722-4726), 2008, ISBN

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