

Building the Future of Health Care

[VIDEO TRANSCRIPT – September 14, 2023]

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Nanne Finis: I wasn't going to do this, but you will. And I'm going to tell a little bit of a personal story. And if you just don't mind for just one second. But my mom was a patient at Mayo Clinic many years ago, and she had been going from health care setting to setting with a dermatologic issue.

And I said, Mom, you know, you need I'm going to take you to the Mayo Clinic. We made it to Rochester a great now city, it's so much different than it was 20 years ago. And we walked into the unit where she was going to be directly admitted and the nurses there, a couple of them met my mom, put their arms around her and said, "we know exactly what you're dealing with. We're going to take care of you."

And off she went and she just started weeping. She had been suffering for months. And it is that passion, that love, that caring we'll never forget. It. And so it embodies, I think, what you're all about at the patient, the direct patient level. But if you were to think about sort of the ideal state for health care going forward, you know, and thinking about all the things we've talked about in the last 40 minutes or so, where would you like to see health care go? What is your ideal state, your dream, perhaps?

JoEllen Frain: It's such a great question. I'm a mom of a recent college graduate, one that's in college and one that's in high school. I would love a future of health care where all three of my kids were committed to mankind, committed to professions within health care, and committed to starting off that path.

Unfortunately, I don't think that's the case. And so what I hope for health care is that all of us dig down into our 'why' and again, it may seem Pollyanna, it may be, but we all can remember the reasons why we came to a health care organization. We can understand why we went into the health care profession, some being direct patient caregivers, some others being support.

And if we can't look ourselves in the face and say, I get the 'why', I get why it's important, how are we going to pass that on to the next generation of which all of us are going to rely on for care? So that would be one thing that I would love to change about health care, is just that inspiration of the next generation of what a meaningful, fulfilling and enriching career health care can be.

How we get there, though, is we have to change what our practitioners and our front lines are feeling today. And that's where the hard work is. I do believe that and again, I think I shared that I started during a nursing shortage in 1999 where nurses were hard to come by and that's going to continue. That is not a new problem.

But how we solve the problem may be different than how we solved it 25 years ago. And what I think we need to do as a health care system is to really look at where we need the health care professionals and not remove the person from the care. Right. But ensure that we're having a system around these health care providers that are becoming more and more finite, that allows them to do what differentiates that level of care.

So how do we automate things that don't bring value? How is it that we leverage other skill sets or other resources to help that? And that's what we're pushing ourselves through right now is really how are we reimagining care knowing that we're not going to compete and recruit and claw our way out of this challenge, this staffing challenge, because it will continue to face us.

I think we have to help people understand that this is not a replacement for those direct patient care staff. It is an acknowledgment that our workforce dynamics are changing: less people are going into health care. The need for health care is growing exponentially and will for the next ten years. Health care is going to be one of the fastest growing sectors in the labor market, and we just are facing a workforce challenge that needs to be solved in a multitude of ways.

So really, it is that inspiration of that next generation to come in to be health care providers and ensuring that we can look them in the face and say you will be in a purposeful,

meaningful, beneficial career. And the second thing is we really solve the hard problems around how do we support and augment the workforce in order to let them be what we need them to be, which is directly there to support the highest needs of our patients?

And so I think it's those two things that I wish for health care. Thank you.

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