

## Collaboration across Continents: Integration and Localization in a Multisite Healthcare Organization



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Promoting nursing best practices across a multisite, international healthcare organization is optimized through collaboration. Of additional importance is the acknowledgement of local and regional standards and customs, localization to promote applicability, and a high level of trust and teamwork among leaders. In 2019, Mayo Clinic, a large, academic medical center with campuses in three regions of the United States, created an independent business subsidiary and entered the UK healthcare market, opening an outpatient clinic in London, England. While the endeavor initially began as a joint venture in partnership with a UK healthcare organization, Mayo Clinic became the sole owner in 2020. This presentation will explore ways in which nurse leaders worked to incorporate nursing practices from Mayo Clinic US to Mayo Clinic Healthcare, located in London, while continuing to foster organizational culture, practices, and values from the UK healthcare system. The leaders were expected to be culture carriers and ensure that efforts consistently aligned with Mayo Clinic values. Nursing quality, orientation and onboarding, continuing education, competency development, patient education, policies, procedures, guidelines, and leadership mentoring were localized to meet the needs of the staff and clinic. Supportive relationships and innovative connection models promoted success of localization efforts.

### Biography:

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