

# ***Patient Centered Wisdom***

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## **Leadership**

*Leadership is moving people from here to there.*

Bill Hybels

*Figure out whose clothes you're wearing, understand why,  
then change into your own.*

Warren Bennis

*People will only take the risk to become different than they  
are if they are in a trusting relationship.*

Sharon Adams

*What you believe is the most important thing about you.*

AW Tozer

*Good is the enemy of great.*

Oswald Chambers

*Greatness is not a matter of circumstance but a matter of  
choice and discipline.*

Bill Hybels

*Simplicity is the key to lasting culture change: develop  
leaders so that they can think and act consistently, and not  
get lost in complexity. Simplicity is the CORE Strength.*

Jared Jones, Partners in Leadership

## Engaging Patients, Families, and Caregivers

- Clear then focus your mind before engaging in any patient interaction.
- Be a human *BEING*, not a human *doing*. *Be* before you *Do*.
- Connection and understanding happens only in conversation.
- The enemy of conversation is certainty.
- You cannot have a good conversation without looking into each other's eyes.
- Use eye-to-eye and heart-to-heart posture for all conversations.
- Everyone's favorite word is the same: their NAME.
- Heart-Head-Heart sandwich all clinical conversations.
- Respect and involve the family

*“Nothing about me without me.”*

Institute for Healthcare Improvement

Say *“I'm sorry.”*

Lucien Leape

*“You wouldn't survey your spouse or your children to find out how the relationship is working; you would talk to them. We need to reach out, pay attention, and listen.”*

Hospital CEO

*“Be yourself; everyone else is already taken”*

*--Oscar Wilde*

## 2.2 Leadership Roundtable: The Key Ingredient — Leadership Commitment

### Book Suggestions:

1. *Change the Culture, Change the Game: The Breakthrough Strategy for Energizing Your Organization and Creating Accountability for Results*, by Roger Connors and Tom Smith
2. *Who: The A Method for Hiring*, by Geoff Smart and Randy Street
3. *The Three Signs of a Miserable Job: A Fable for Managers (And Their Employees)*, by Patrick Lencioni
4. *Getting Things Done: The Art of Stress-Free Productivity*, by David Allen
5. *Death by Meetings: A Leadership Fable...About Saving The Most Painful Problem in Business*, by David Lencioni