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Scan for CEUs

# Elevating Experience

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Johnson Center for Philanthropy

Every system is perfectly designed to get the results it gets.

- Dr Paul Batalden



Culture eats strategy for breakfast.

- Peter Drucker



Show me your budget, and I'll tell you what you value.

- Joseph R. Biden



It's not the flavor of the month; it's consistency.

- David Riddle, Harris Health System



I want to know what you think.

- both of us



We have opportunities to make moments and memories every day.

- Michael Goldberg





Human Understanding is essential on both sides of the stethoscope.

- Gregory Makoul



Take a broad view of experience.

Rally around the fundamentals first.

Focus on what scores represent, not numbers.