

MODERATOR & SPEAKER

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# Human Understanding in Healthcare Organizations: A board & Senior Leadership Framework

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# Our time

1. Challenges
2. Human Understanding
3. Starting with the board



# Broken trust from our most important stakeholders



# Consumer

- Political
- Ethical
- Racial disparities
- Human isolation



# Patient

- Increased out of pocket spend \$12,914/person
- Hospitals are getting rich
- Executives are reaping reward
- Lack of compassion
- Deferring care



# Healthcare workforce

- Covid
- Contract nurses
- Layoffs/cutting services/hospital closures
- Violence in the workplace
- Burnout





# Burnout

=

emotional exhaustion +

lack of personal accomplishment +

depersonalization





# First do no harm?

- Depersonalization = 9% Major medical error ↑
- Emotional exhaustion = 6% Major medical error ↑
- Sick days ↑
- Replacement = 2-3x physician annual \$alary



# A lack of trust has led to staggering statistics

\$100-\$300 Billion in avoidable health care cost annually due to nonadherence



5% people with complex chronic conditions = 50% healthcare spending



"No country  
could be  
strong whose  
people were  
sick and poor."

THEODORE ROOSEVELT



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# What *is* Human Understanding? What does it look like?



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# Human Understanding

Understanding what matters most to patients, families, care teams, community members, and colleagues, each as unique people



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# Human Understanding is...

Patient-centered care

– picker

Relationship

Trust

Emotional support

Compassion

Empathy

Emotional Intelligence





**Compassion makes the unbearable, bearable  
- Kenneth Schwartz**



# Relationships matter



# Human understanding drives outcomes



# An antidote for burnout





Beginning of appointment

***- I know this is a tough experience to go through and I want you to know that I'm here with you. Some of the things that I say to you today may be difficult to understand, so I want you to feel comfortable in stopping me if something I say is confusing or doesn't make sense. We are here together, and we will go through this together.***

End of appointment

***- I know this is a tough time for you and I want to emphasize again that we are in this together. I will be with you each step of the way.***

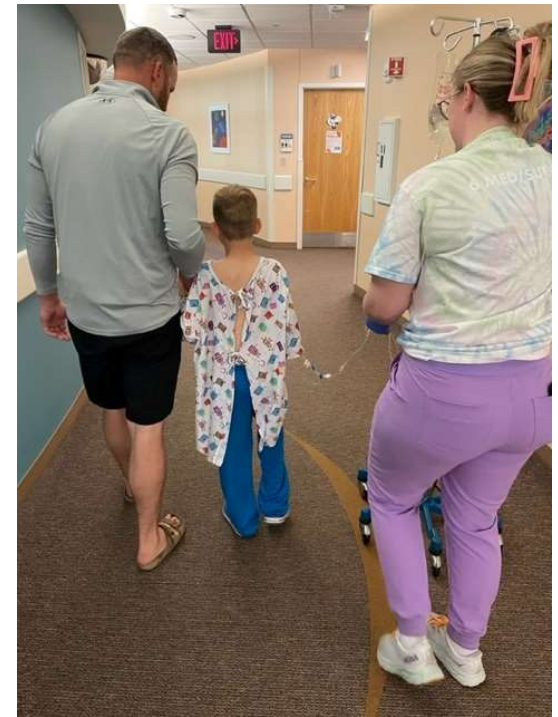


# Environment shapes care delivery

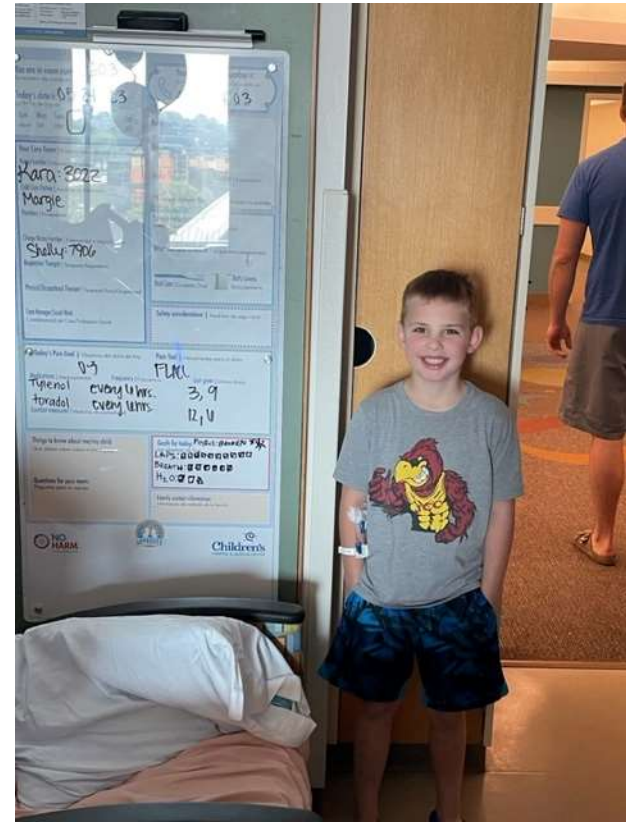




# Greisen's story



# Greisen's story



Before one can learn to be more compassionate, there is  
a vital first step...

One must believe that EVERY patient deserves  
compassion.

Every. Single. One.



# Culture starts in the boardroom



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# Great teams build trust and psychological safety

# TRUST



Care



Sincerity



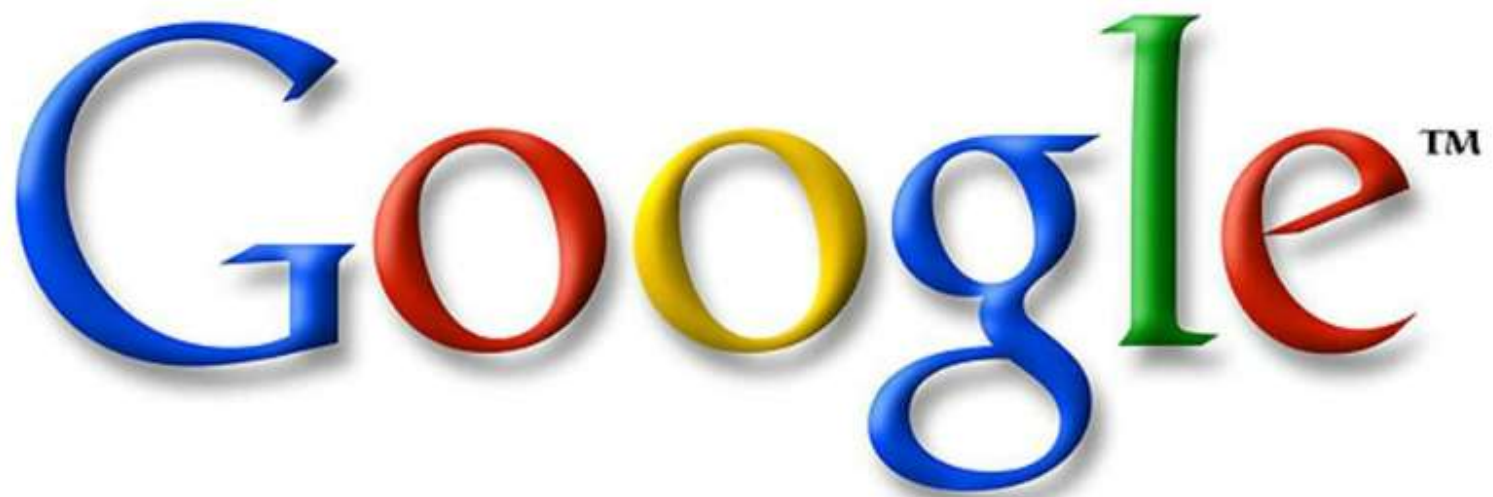
Reliability



Competence



# A lesson from Google

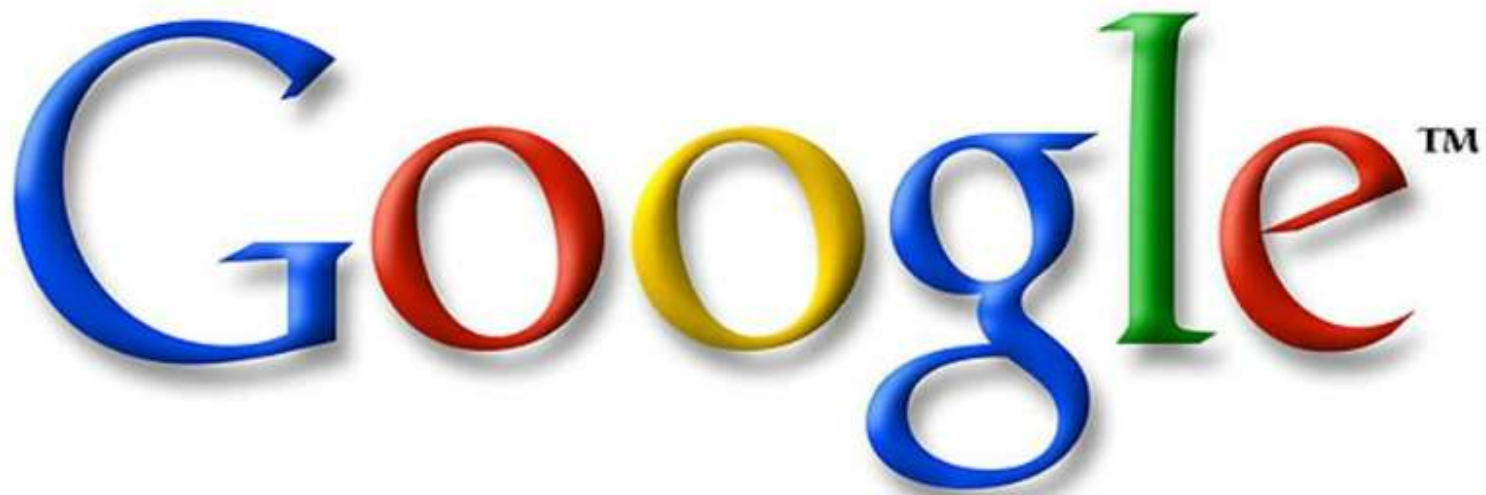


Google™



## A lesson from Google

“As long as everyone got a chance to talk, the team did well. But if only one person or a small group spoke all the time, the collective intelligence declined.”



Google™





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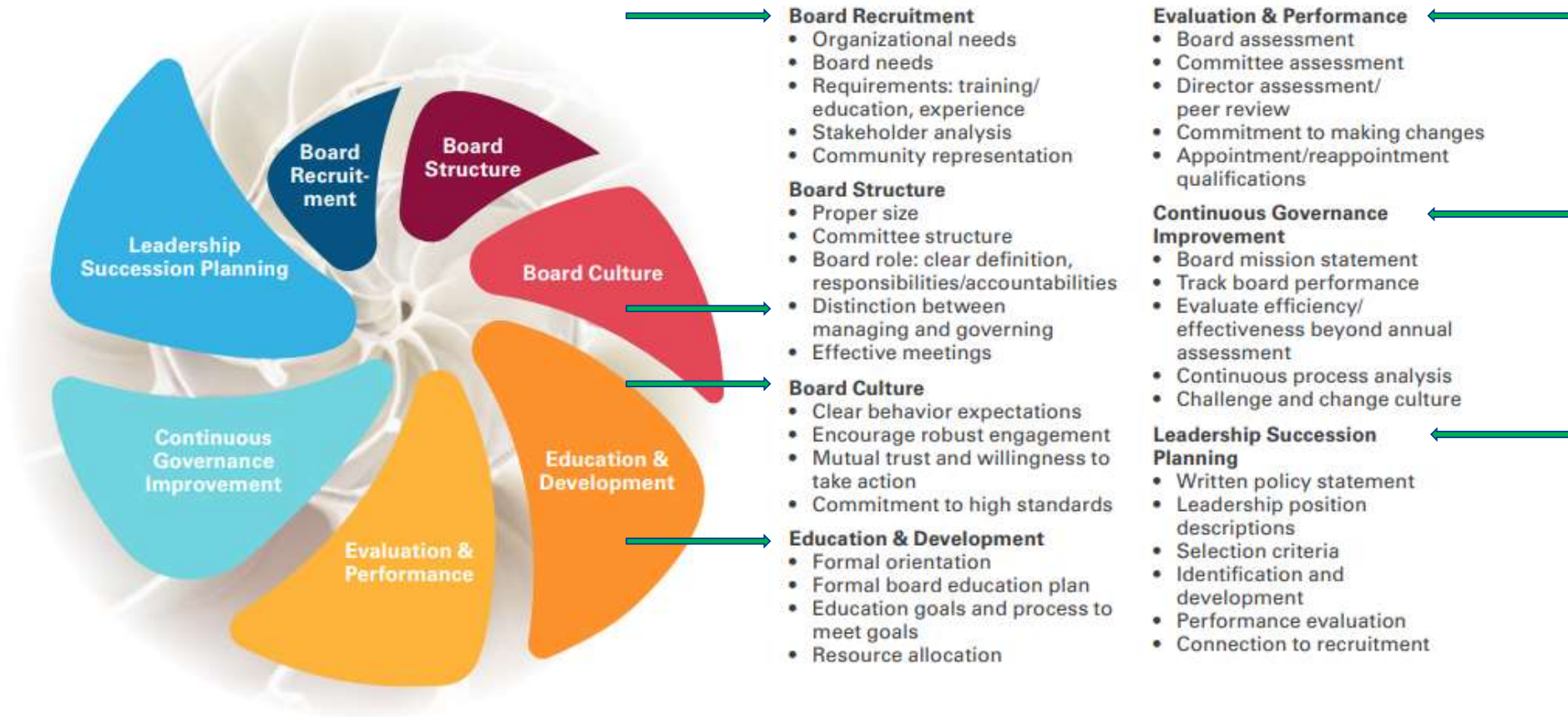
# Healthcare is Personal



- Experience (consumer, patients, workforce)
- Equity and inclusion
- Outcomes
- Loyalty
- Culture
- Organization  
longevity/sustainability

*Clarity – Immediacy -- Depth*

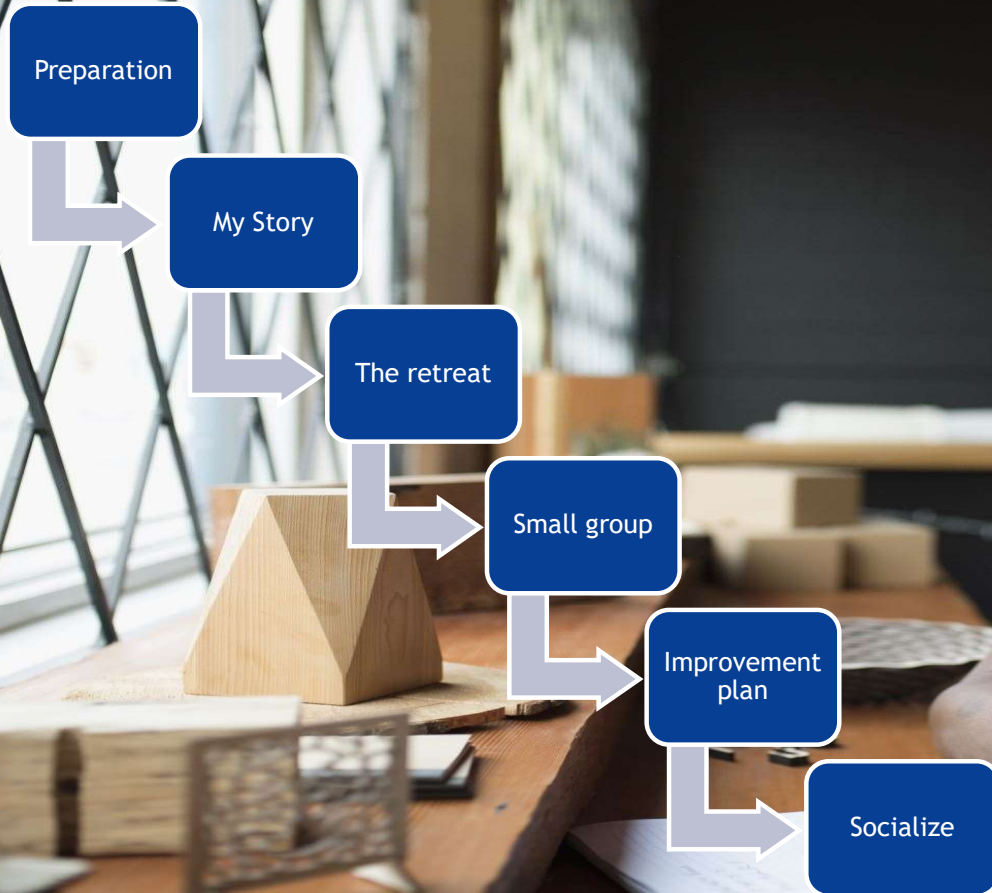
# Impact of Human Understanding in the boardroom



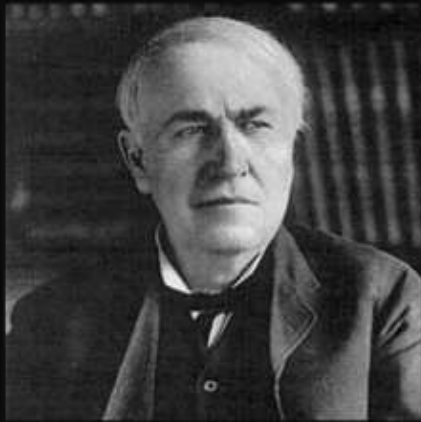
# Does your board understand their role and purpose?



# A Framework for building a culture of Human Understanding



Thomas A. Edison



The doctor of the future will give no medication, but will interest his patients in the care of the human frame, diet and in the cause and prevention of disease. ~

AZ QUOTES



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