PATIENT-CENTERED PRACTICE

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11812

William Miller

RECOVERING PH

CLOSET SHAMAN

OR FROM IMPERIALISM TO DEMOCRACY

1. EXPLAIN "PATIENT-CENTERED"
2. COMPARE
3. REMEMBER 4 OF 10 PRINCIPLES

EVIDENCE, (SCIENCE SEZ) INTEGRATED CARE

HEALTH POLICE

Relationship

1 FLATTENED BY LIFE BROUGHT TO A TEMPLE TO BE STOOD UP

~~PATIENT-CENTERED?~~

- CLIENT
- CONSUMER
- PEOPLE WHO NEED PEOPLE

SUPPLYING APPROPRIATE RELATIONSHIPS AT APPROPRIATE TIMES

Complexity of ILLNESS

INTEGRATED CARE

MENTAL · SPIRITUAL · PHYSICAL · CAM · COMMUNITY ·

~~PAY-FOR-PERFORMANCE~~

FRAUD PREVENTION THE CULPRIT

PRIMARY CARE

4 PERSONAL
1st CONTACT ACCESS
COMPREHENSIVE & COORDINATED

HEAR ME.

THE MIRACLE PRIMARY CARE

PCMH

52 HAVE MEANINGFUL DATA...

1 THE ADD-ON
2 RENOVATED
3 HYBRID
4 INTEGRATED (UNIQUE) + IN NEW YORK

Our Patients (CURRENTLY)

NEWTONIAN | QUANTUM

MENTAL ILLNESS & ALMOST NO RESOURCES

COST
PRACTICE LIFE
UTILIZATION
SERVICE SATISFACTION
DISEASE
HEALTH

Fee for Service
DOCUMENTATION

No Shame, No Blame
SOUTH-CENTRAL ALASKA

5 INDIGENT INUITS
ENTIRELY COMMUNITY-OWNED
LAY & NURSES & DOCTORS TO A LESSER DEGREE
3 MONTH ORIENTATION TO LEARN HOW TO LIVE IN THIS SYSTEM
FULL COMMUNITY ENGAGEMENT
PROSPERITY

- Be developmental
- BIG TIME engagement
- engage the
- Follow & change the IN
- FOCUS ON SIMPLE RULES
- PRIORITIZE THE POWER LAWS
- UTILIZE EU
- OPTIMIZE!
- EXEMPLIFY TRANS

Margo Karsten

RECOVERING HOSPITAL CEO

WERE EMPATHICS UNCONCIOUS OF OUR BEHAVIORS

I LIVED WITH THE STAFF → LEARN EMPATHY

TRY ON A GOWN

BENEVOLENT LEADERSHIP
SENSIBLE AWARENESS, HUMILITY
VULNERABLE, COURAGEOUS

QUALITY OF LIFE
STRENGTH OF RELATIONSHIPS
CARING CONNECTION
MOMENTS
COURAGE = OUTCOMES
VULNERABILITY = COURAGE

Me-centric

Ability to Cope

See Me
LISTEN TO ME
Touch
PRESENCE

LEADERSHIP · TEAMWORK · OUTCOMES · PATIENT & FAMILY · RESOURCES · PROFESSIONAL PRACTICE · CARE DELIVERY

SUPPORTIVE, KNOWLEDGABLE

Cumadin

TIME WITH MY DAD

RELEVANT.
DISCHARGE PLANNING AT THE GET-GO

COLLEGIAL, CONNECTION
WHAT DO YOU DO AS A PROFESSIONAL?

Be WITH THE FAMILY.

ECHO FROM THE HEART
St. Francis Hospital IN Ct.

RAMIFICATION OF DIAGNOSIS

Be WITH ME.

- WONDER
- FOLLOWING
- HOLDING

THERE'S HOPE

FAMILY-DEVELOPED CARE à la COCOON
— DELIVERED by TEAM

GREG GERSCH eyebeam

Fish-Bowl

Ian Morrison

3

11·8·12

Patient's PERSPECTIVE

KNOWLEDGE IS ALL AROUND US...

MY GAME WENT TO CRAP

AN MRI

MY DREAM

YOU NEED AN OPERATION.

WE'RE GOING TO CUT YOUR THROAT, INSERT DEAD UNCLE FRAN

WHICH LEAD TO

ISLANDS OF CLINICAL EXCELLENCE

NEUROLOGIST

DEPARTMENT OF MOTOR VEHICLES

RACHEL NAOMI REMEN

Patient Navigation

THERE ARE SURVIVORS.

STARTING POINT

TRUE PATIENT-CENTEREDNESS

IN-FORM CHOICE

– NOT HUMILIATING

MEDICAL ADVANCES

SPECIALIZATION

MAKING THE EVER-COMPLEX MEDICAL SCIENCE DIGESTIBLE

CONSORTIUM FOR

CENTER FOR INTEGRATED MEDICINE

ANCIENT CONCEPT

"AN EXCELLENT DOCTOR TREATS THE PATIENT"

YOU TEACH THE DOCTOR

– IT'S YOUR BODY

EMOTIONLESS

Rounding

JARGON-FILLED EGOTRIPPING

Health Economics

TALKED DOWN TO

POWER Trips

GIVE-AND-TAKE Collaboration

CARING FOR PATIENTS

PARTNERING WITH PERSONS

IN PRACTICE...

HOW TO REBUILD THE HEALING JOURNEY

I AM HERE TO HELP YOU

START WITH A CELEBRATION OF LIFE ~ WHAT'S WORKING?

& SIGNS OF HOPE, TOO (HEALERS AWAKEN)

FINANCIAL INCENTIVES

ASSUMPTION THAT PATIENTS CAN SELF-ADVOCATE: RIGHT.

ADDRESS GOALS OF Care

Engaging with the family

Being in the room.

CULTURAL-AWARENESS

LOOK FOR Greatness

NOT THE PROBLEM.

FORT BELVOIR

ALL ARE WELCOME

"IDEAL HEALTH"

WORK W/ FAMILY & FRIENDS ON GOALS...

THEN HOW CAN WE HELP

PATIENTS NEED A VOICE AT THE TABLE

& INTENTION: WHY WE'RE HERE TODAY.

Communications

EMOTIONAL INTELLIGENCE

CRUCIAL CONVERSATION TRAINING

Common Ground

There's nothing to RE engineer.

FRANTIC OVER-WORKED HARRIED Workers

HOSPITAL CULTURE

IT'S A BIG MESS

SUCCESSFUL TEAMS

NEED TO BE VULNERABLE

...SAFELY

IT TAKES LEADERS

Be Human 1ST

TAKE CARE OF YOURSELF

We

GREG GERSCH eyebeam CREATIVE.COM