



**CONTAGIOUS
CHANGE®**

The Patient Experience: Purpose and Physician Well-BEING

Alison Tothy, MD, CPXP

Associate Professor; Pediatrics

University of Chicago Medicine & Biological Sciences

Diane Rogers, CPXP

President

Contagious Change, LLC



Ready, Aim...

Go For Four!

Improve the Provider Experience

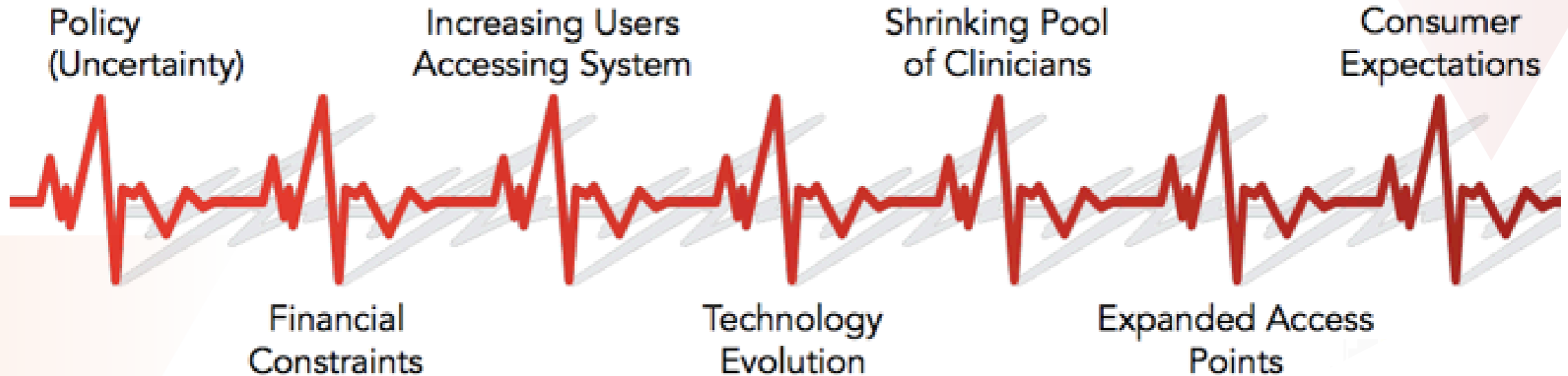
Enhance the Experience of Care

Population Health

Reduce Per Capita Costs

Berwick DM, Nolan TW, Whittington J. The Triple Aim: Care, health, and cost. Health Affairs. 2008 May/June;27(3):759-769.

Healthcare's Moment



Will require our current healthcare models/systems to think, structure, and act in new ways.

The Clinical Environment is...



**...Ridiculously
Complicated!**

Interruptions are constant ...

Hi, just paged out internal disaster, patient set fire to bathroom. All ok though

Can you come see patient? Suctioning blood from airway. Paging anesthesia to intubate. Thanks!

Need to send hm pt in rm 15, ride is on way, pt walking out door AMA, would you like to see him?

Pt rm 612 now on 100% fio2, thought you might want to know

Add to all of this ...

'Auditing and telling'
clinicians what they
are continually
doing wrong...



Data where many
of the factors
are 'out of their
control'



Increasing the
burden of what
'should be'
done



An 'overload'
of improvement
initiatives
& goals



Meeting
production,
utilization and
financial metrics



Demanding Operational Environment

Oh, and we are part of the equation ... wired to excel

DRIVEN

TYPE A

COMPETITIVE

TOP OF THE CLASS

AMBITIOUS

HIGH STANDARDS

MOTIVATED

**EXCELS AT
EVERYTHING**

AGGRESSIVE

DETERMINED

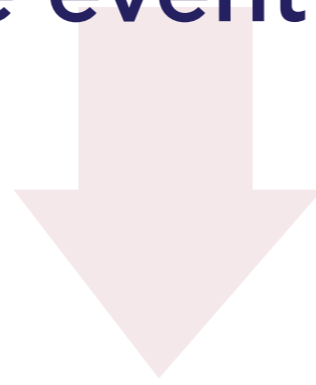
HIGH ENERGY

PERFECTIONIST

**HIGH NEED
FOR CONTROL**

Adverse Events

3.7% of Hospitalizations result in an adverse event with harm



13.6% of these (0.5% of the total) result in death

Adverse Events

35.1 million hospitalizations in US per year

1,298,700 adverse events in US per year

176,623 deaths from adverse events in US per year

3 domestic airline crashes per day, every day of the year

Average # of seats on a domestic 737 airplane = **158**

The burden of not wanting to crash the plane

Source - NEJM, 1991

There is a **disconnect** between
the passion doctors feel about
caring for patients



and the reality of the
work environment

The **disconnect** - It's real



It's palpable, and sometimes painful



**Re-Connecting
Experience...**

... to Purpose, Passion & Well-BEING

Well-BEING



Positive Emotion
Engagement
Relationships
Meaningfulness
Accomplishment

COACHING

**PURPOSE
& PASSION**

**AWARENESS
& ACTION**



Positive Emotion



**“Find out where the joy resides, and
give it a voice far beyond singing.
For to miss the joy is to miss all”**

- Robert Louis Stevenson

TURN YOUR OBSERVER ON



*“Everyone
has the
capacity to
change a
world.”*

- Diane Rogers



IDENTIFY YOUR FAVORITE PATIENT

CREATE, CHANGE, AND
CONTINUE THE CONVERSATION





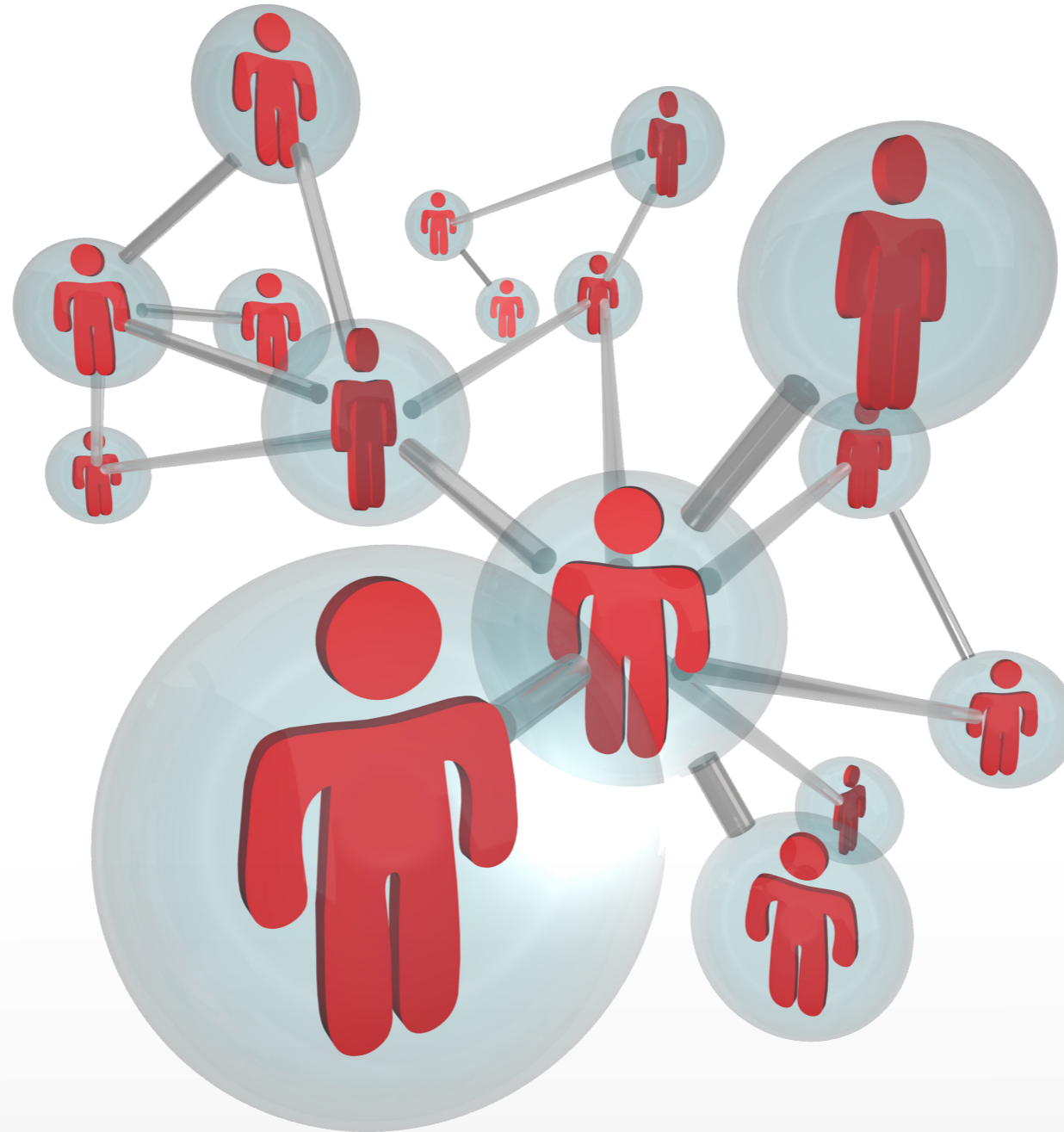
Engagement



NOVELTY-SEEKING AUTHENTICITY
LOYALTY WISDOM COMPASSION
INDUSTRIOUSNESS INTEREST WONDER TEAMWORK
LEADERSHIP SOCIAL RESPONSIBILITY LOVE PLAYFULNESS
KNOWLEDGE SELF-CONTROL PERSEVERANCE HONESTY
HUMILITY PERSPECTIVE HUMOR JUSTICE
ALTRUISTIC LOVE FUTURE-MINDEDNESS SELF-REGULATION
CURIOSITY HUMANITY ZEST CITIZENSHIP
ORIGINALITY HOPE OPENNESS TO EXPERIENCE PURPOSE VITALITY
SOCIAL INTELLIGENCE JUDGMENT
TEMPERANCE ELEVATION CREATIVITY
INGENUITY PRUDENCE AWE NURTURANCE CARE
FAIRNESS FAITH SPIRITUALITY AWE CRITICAL THINKING
NICENESS SPIRITUALITY COURAGE
EMOTIONAL INTELLIGENCE INTEGRITY GRATITUDE ENTHUSIASM
VIGOR TRANSCENDENCE GENEROSITY ENERGY
FUTURE ORIENTATION BRAVERY PERSISTENCE PERSONAL INTELLIGENCE
VALOR APPRECIATION OF BEAUTY AND EXCELLENCE
FORGIVENESS KINDNESS LOVE OF LEARNING



Relationships



Getting back to basics

MAKE A CONNECTION

- Smiles
- Personalizes
- Eye Contact
- Touches
- Engaged / Active Listening
- Ask Permission
- Courteous / Polite
- Knocks prior to Entry/Sits Down
- Apologizes

SAY 'HELLO'

- Introductions; With Patient / Family
- Refers to Patient by Name
- Familiar with Patient History

CREATE THE CONVERSATION

- Creates / Continue the Conversation
- Does Not Interrupt
- Involves the Patient; Asks for Input
- Repeats Back Patient's Words
- Sets / Manages Expectations
- Explanations - What & Why
- Summarizes All Things Discussed
- Validates Understanding

PUT AT EASE

- Manages Pain
- Reassures
- Validates Patient Comments (RLR)
- Empathetic (RLR²)
- Encourages
- Continuity of Care
- Manages Up

SAY 'GOOD-BYE'

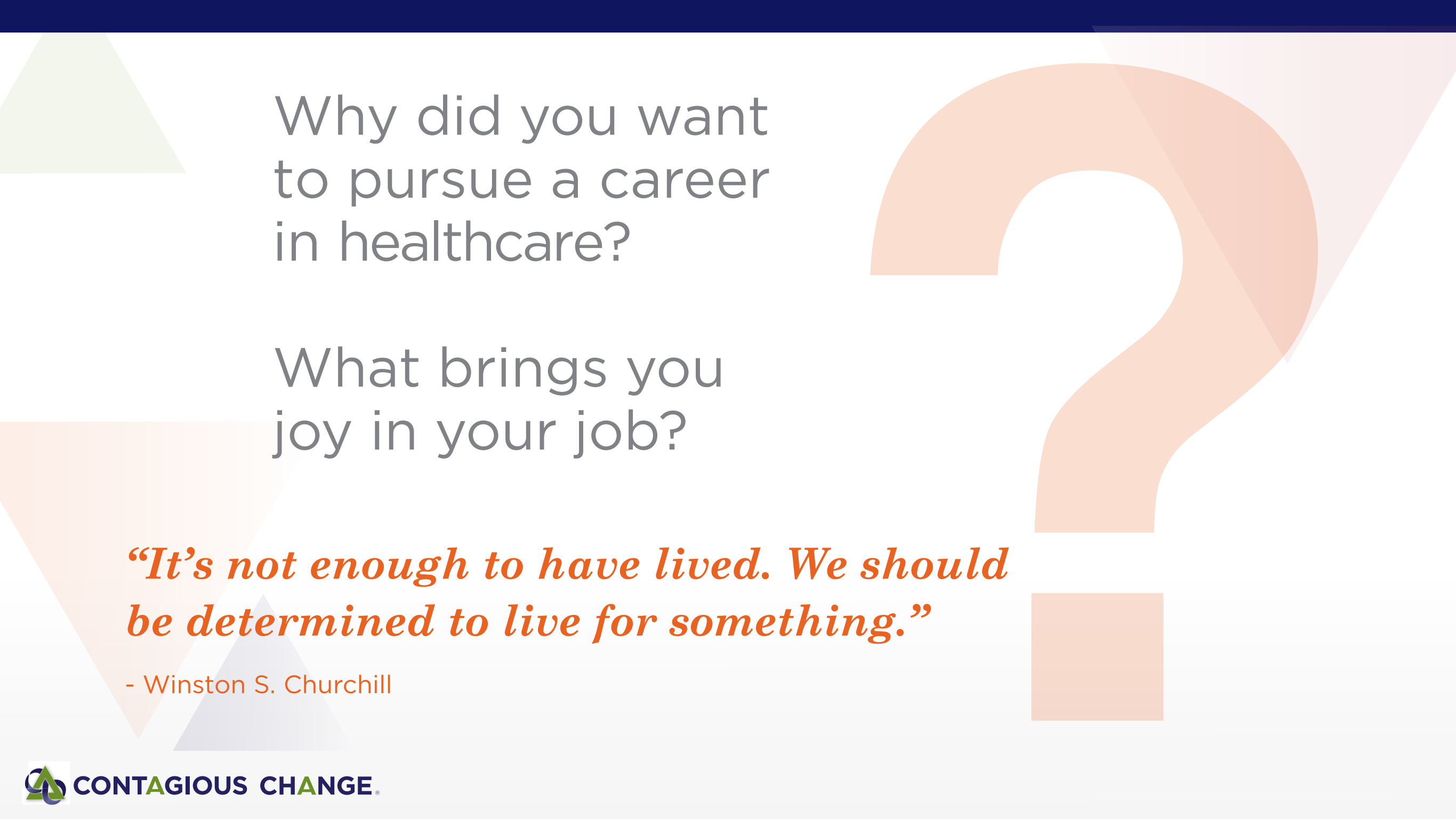
- Comes to Agreement
- Offers Alternatives
- Turns Negatives into Positives
- Asks for Questions

THANK A
COLLEAGUE



Meaningfulness

MEANING



Why did you want
to pursue a career
in healthcare?

What brings you
joy in your job?

*“It’s not enough to have lived. We should
be determined to live for something.”*

- Winston S. Churchill



Accomplishment



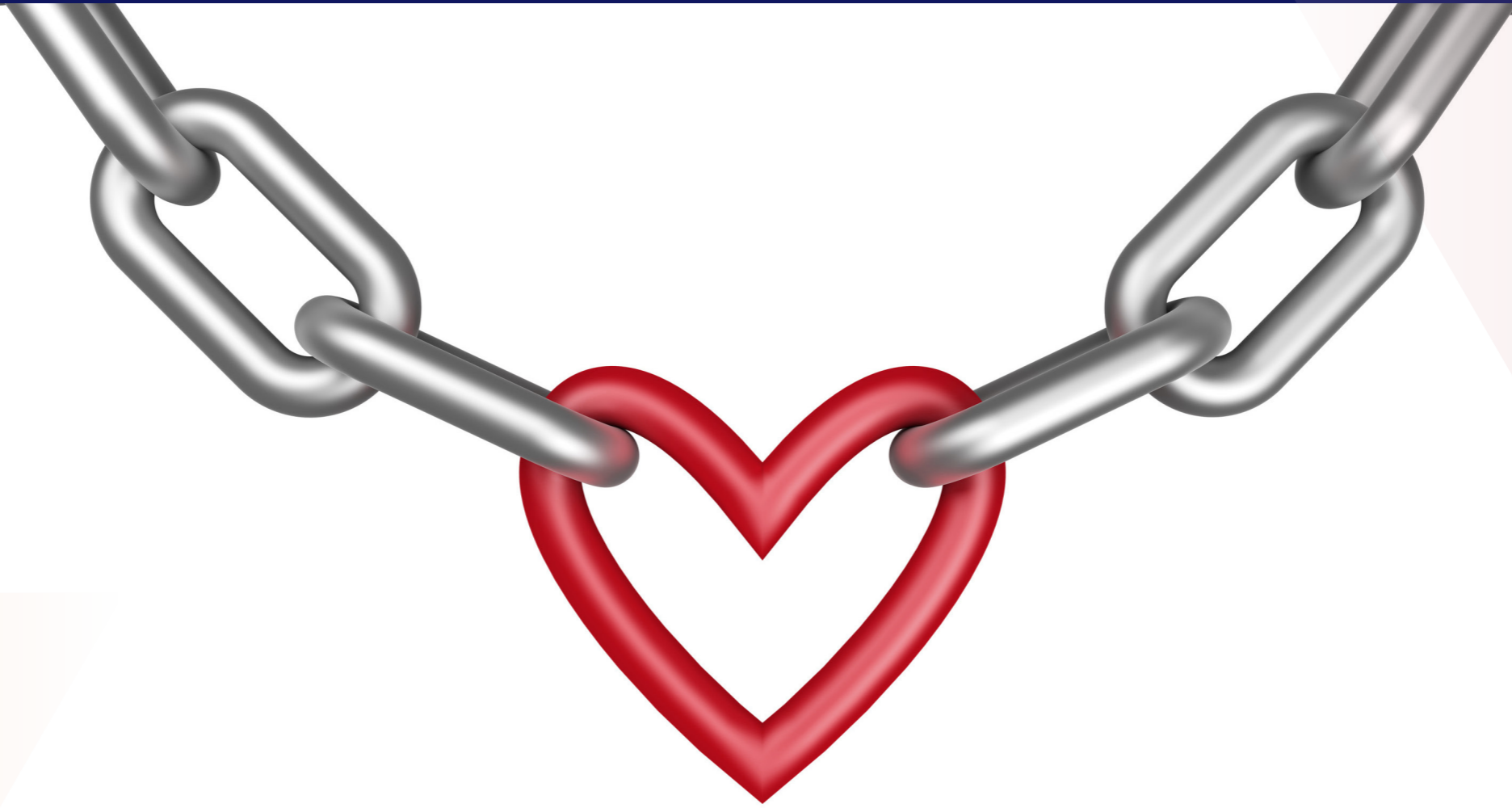
“To be yourself in a world that is constantly trying to make you something else is the greatest accomplishment.”

- Ralph Waldo Emerson

Turn your **'To-Do's'** *into*

'Ta-Das'!

- Michelle McQuaid



Reconnect to Purpose, Passion & Well-BEING



**CONTAGIOUS
CHANGE®**

Thank You

Diane M. Rogers | diane@contagiouschange.com

Alison Tothy, MD | atothy@peds.bsd.uchicago.edu

