

LEO MASTER CLASS

ILLUMINATING KEY LEO CONCEPTS

5th October 2012

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Creative Health Care Management

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“Compassion means caring
about other people.
When someone is feeling hurt
or sad your heart
wants that person
to feel better ...”

~ Bethany, first grader



“Compassion means to help,
care, and love people
even if they haven't
loved you ...”

~Anonymous, first grader





“Compassionate
care is making
the unbearable
bearable.”

~ Kenneth B. Schwartz



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“Healers are healers
because they
want to give.”

~Dawson Church



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"The Doctor"

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“Technical competence isn’t optional;
neither is kindness or genuine caring.”

~ Marcus Engel

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“The mere inclusion of a picture of the person’s face seems to be enough to remind doctors that they are dealing with a human being.”

~ Adam Waytz

“If I have learned anything,
it is that we never know
when, how, or whom a serious
illness will strike.

If and when it does, each one of us
wants not simply the best
possible care for our body
but for our whole being.”

~ Kenneth B. Schwartz



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Our relationship with the patient and family is a sacred and privileged trust.



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How I do anything
is how I do everything.

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“The root of compassion begins with
compassion for ourselves.”

-Pema Chodron



I accept 100% responsibility for
establishing and maintaining
healthy interpersonal relationships
with you and every member of this team.



There is a basic human desire for connection and community within us, and it's this desire for human connection that brings us together.



“When one member is suffering, the
whole group suffers.

When one relationship is ailing, all
relationships are damaged.

When one part of the whole feels less
than a part, there is no whole anymore.”

~ Michael Trout



“Begin to see the patient gown as a
cloak of respect that represents a
season of suffering for a human being.”

- Erie Chapman



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“You can speak to patients using language that they will be able to recognize when taking the survey. It’s almost like an open-book test.”



Patient ... one who *suffers, bears, endures*



Customer ... one who *purchases goods
or services*



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I don't know everything,
but I do know something.

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I can be a sturdy witness to your suffering and do everything I can to alleviate the pain.



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“It seems my sufferings have chipped the coverings from my eyes just in time.”

~ Mark Nepo

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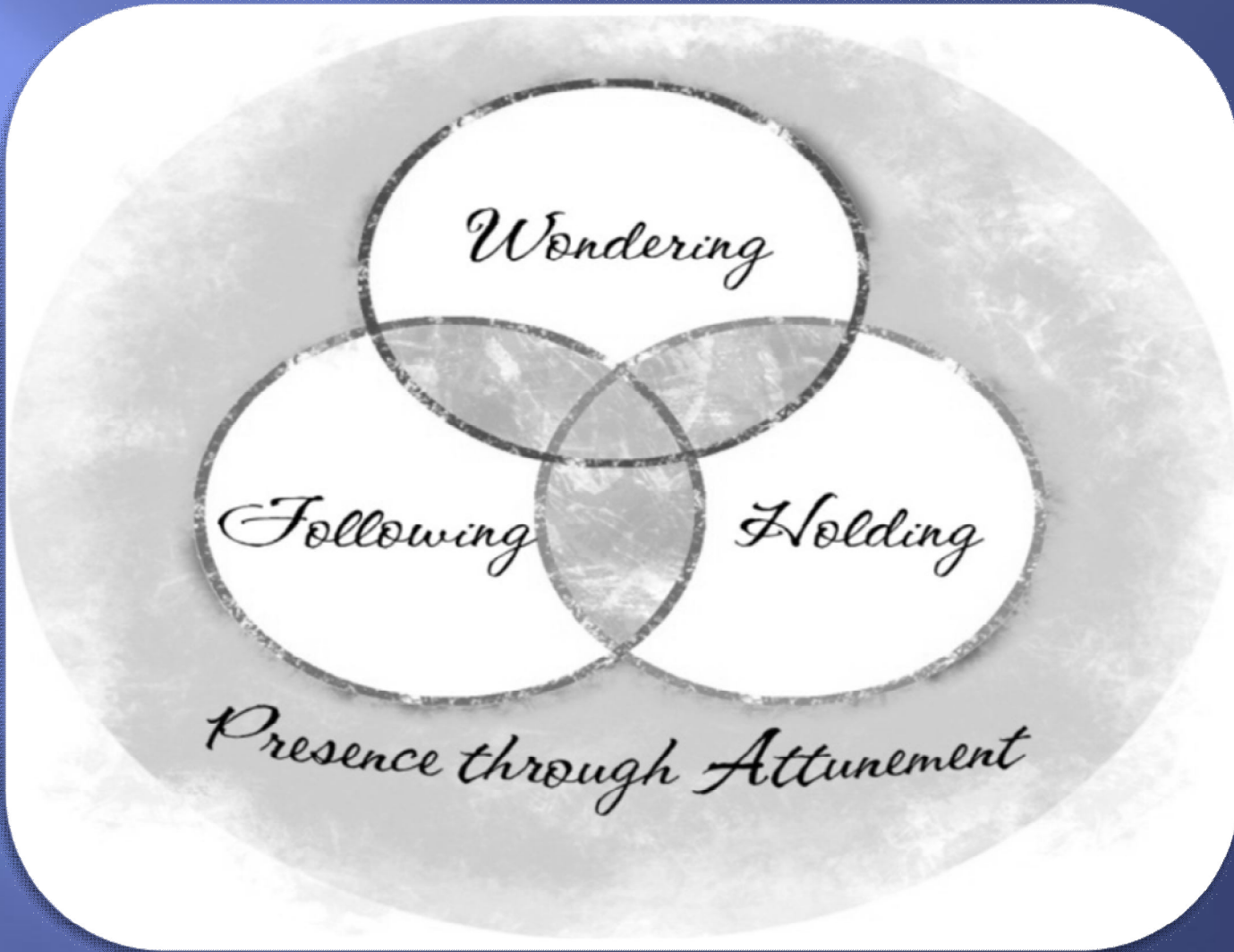
How does the chemistry of a room
change when you walk into it?

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Wondering ...
to look, to see, to listen, to discover



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Following ...

Being led and taught by the other



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Holding is an act of devotion ...
It means creating a safe haven
for healing

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“Take the time it takes
so it takes less time.”

~ Pat Parelli



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When compassion is most difficult is
when compassion is most necessary.



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The behavior
is not the person.

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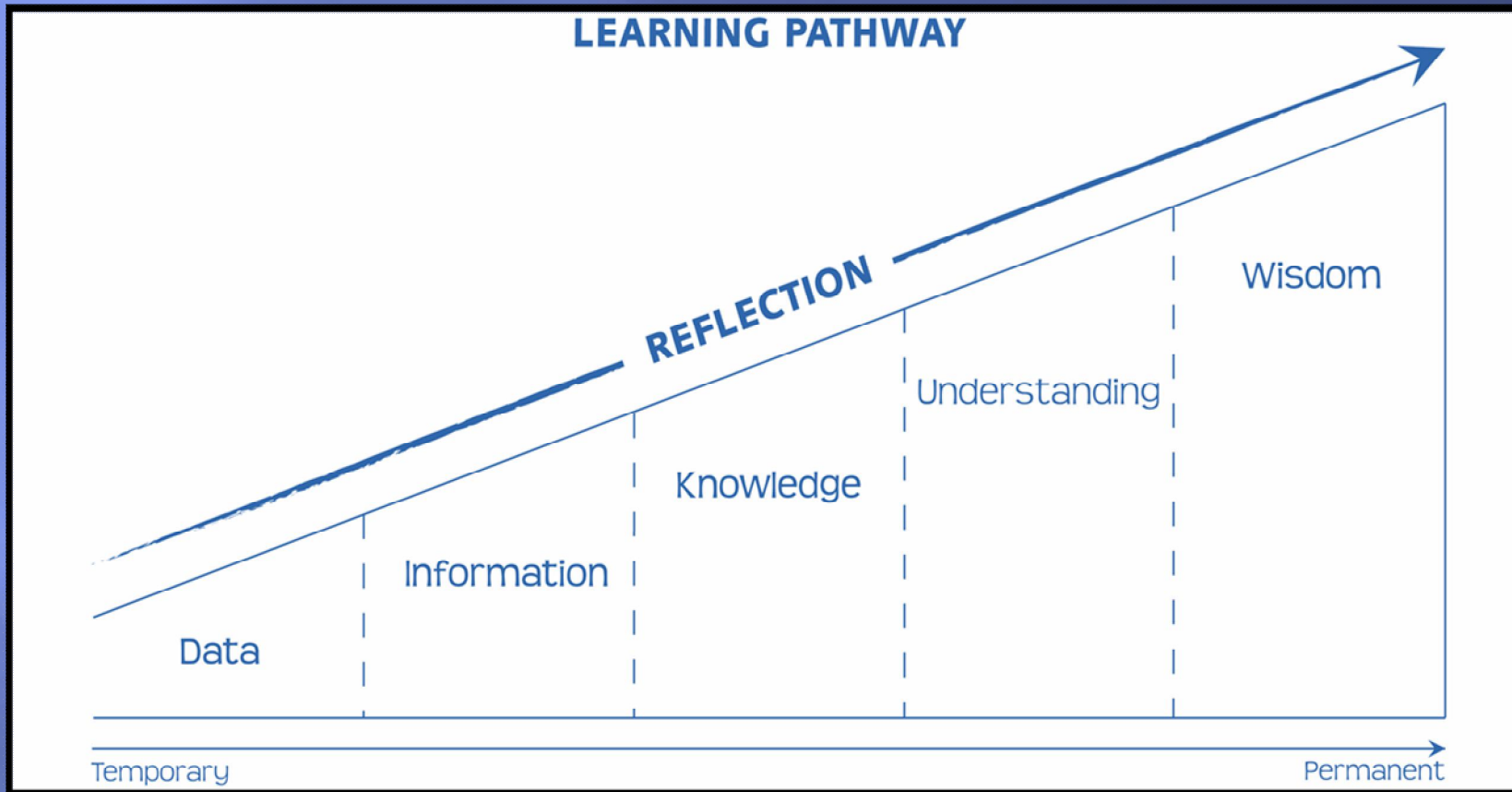
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- 1) Fear
- 2) Grief and loss
- 3) Pain
- 4) Difficulty coping
- 5) Powerlessness







You see me ...

You listen to me ...

You give me your undivided attention ...



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Magnificent Wisdom

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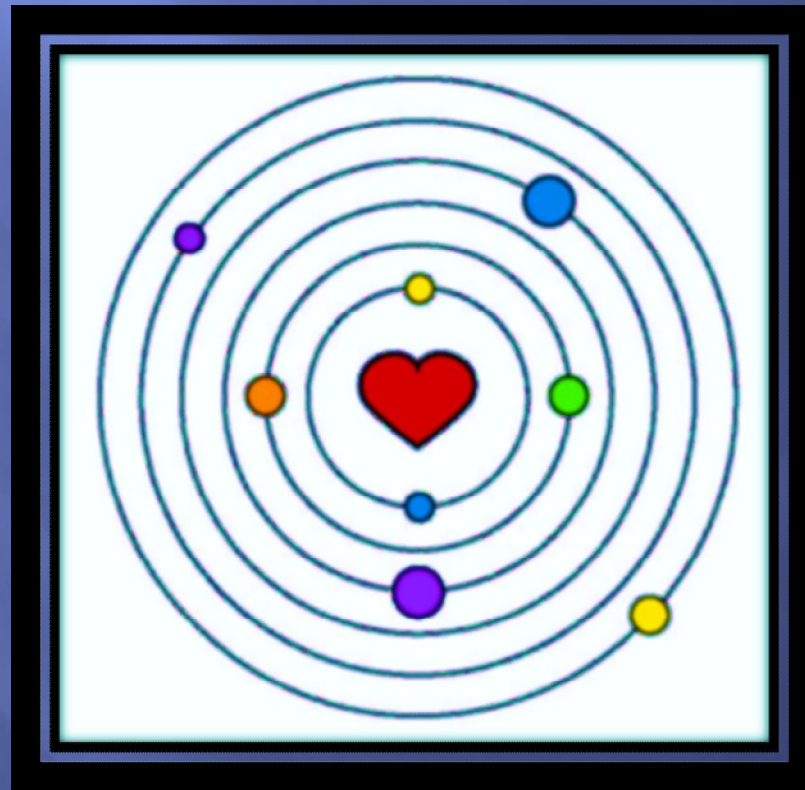
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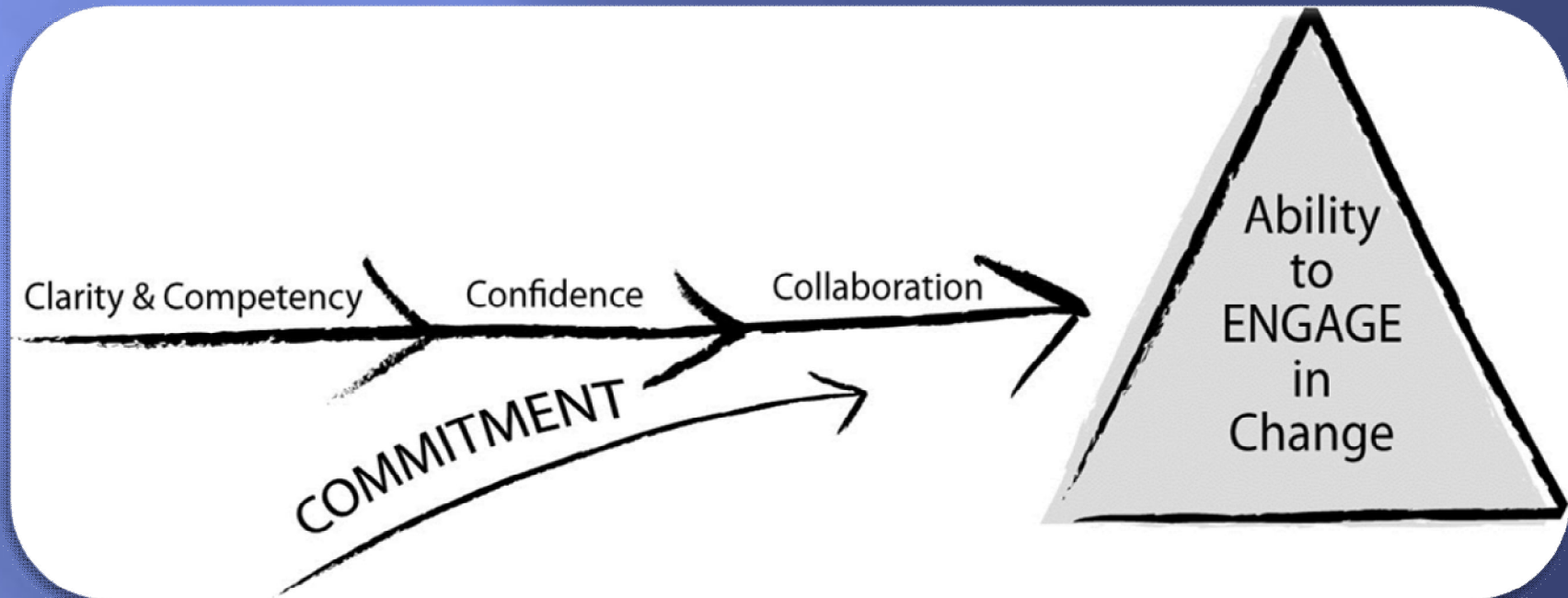
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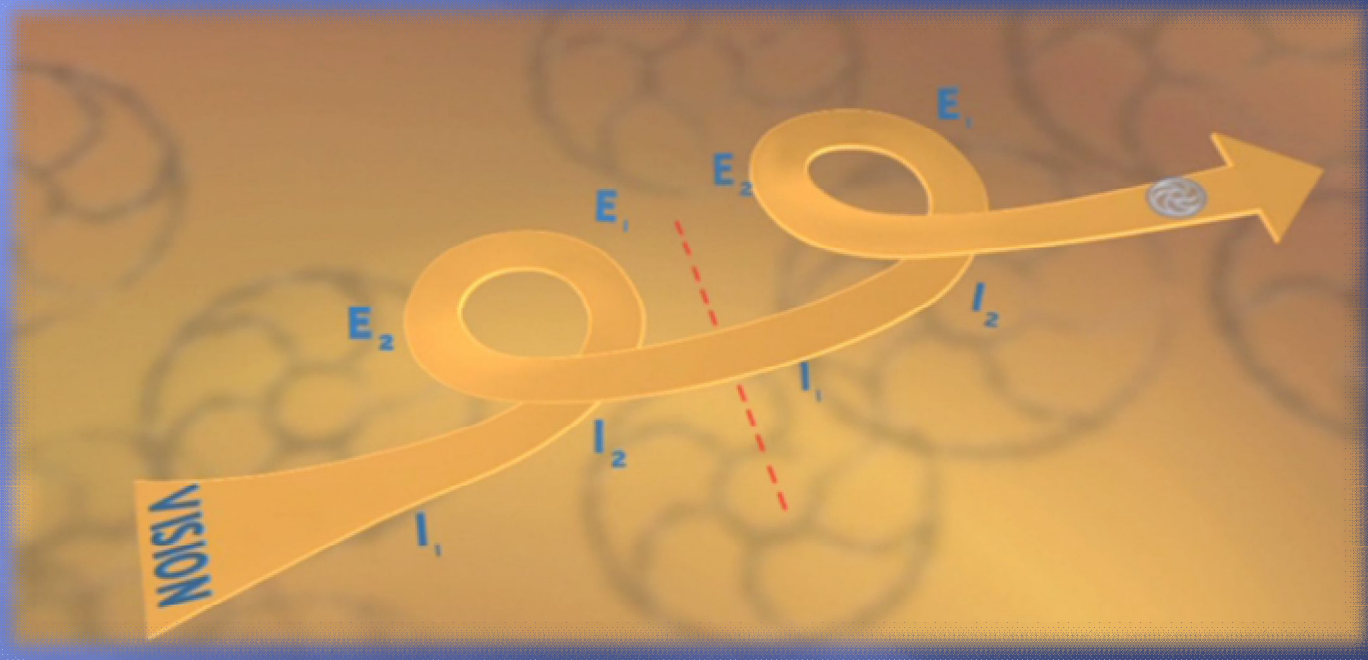
Common Intention, Parallel Orbits

Synchronize



5 C's: What we know about individuals who make things happen...clarity, especially



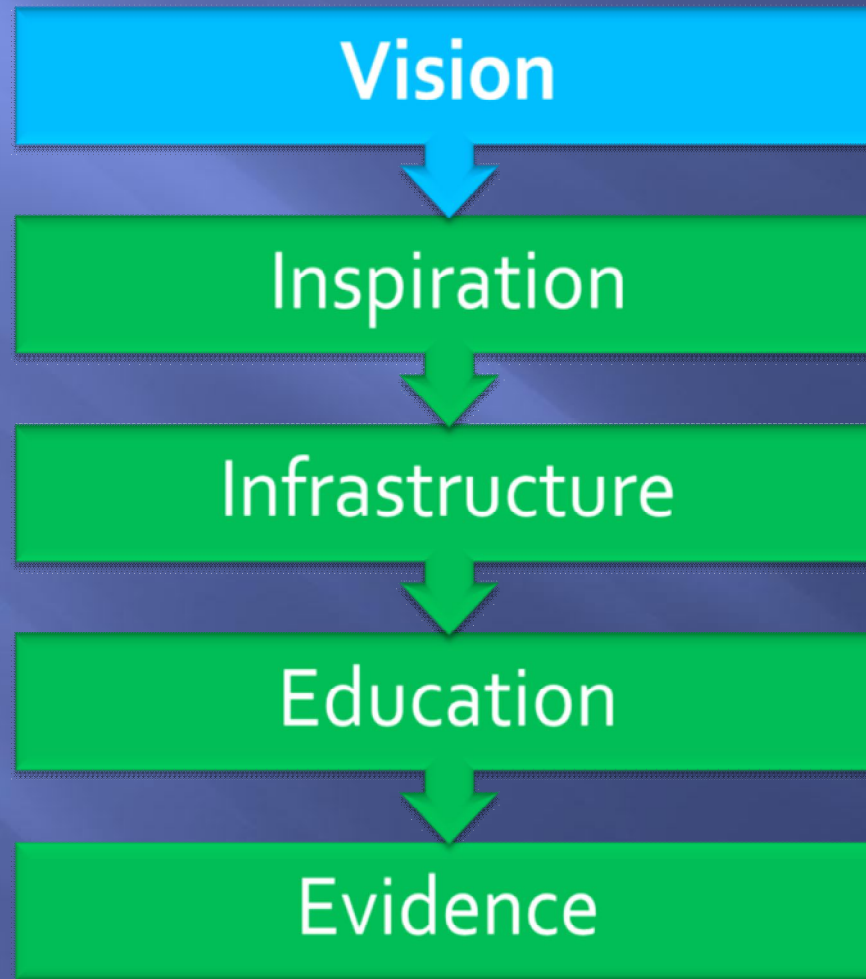


I_2E_2 : What we've learned about organizations that collectively have made great things happen

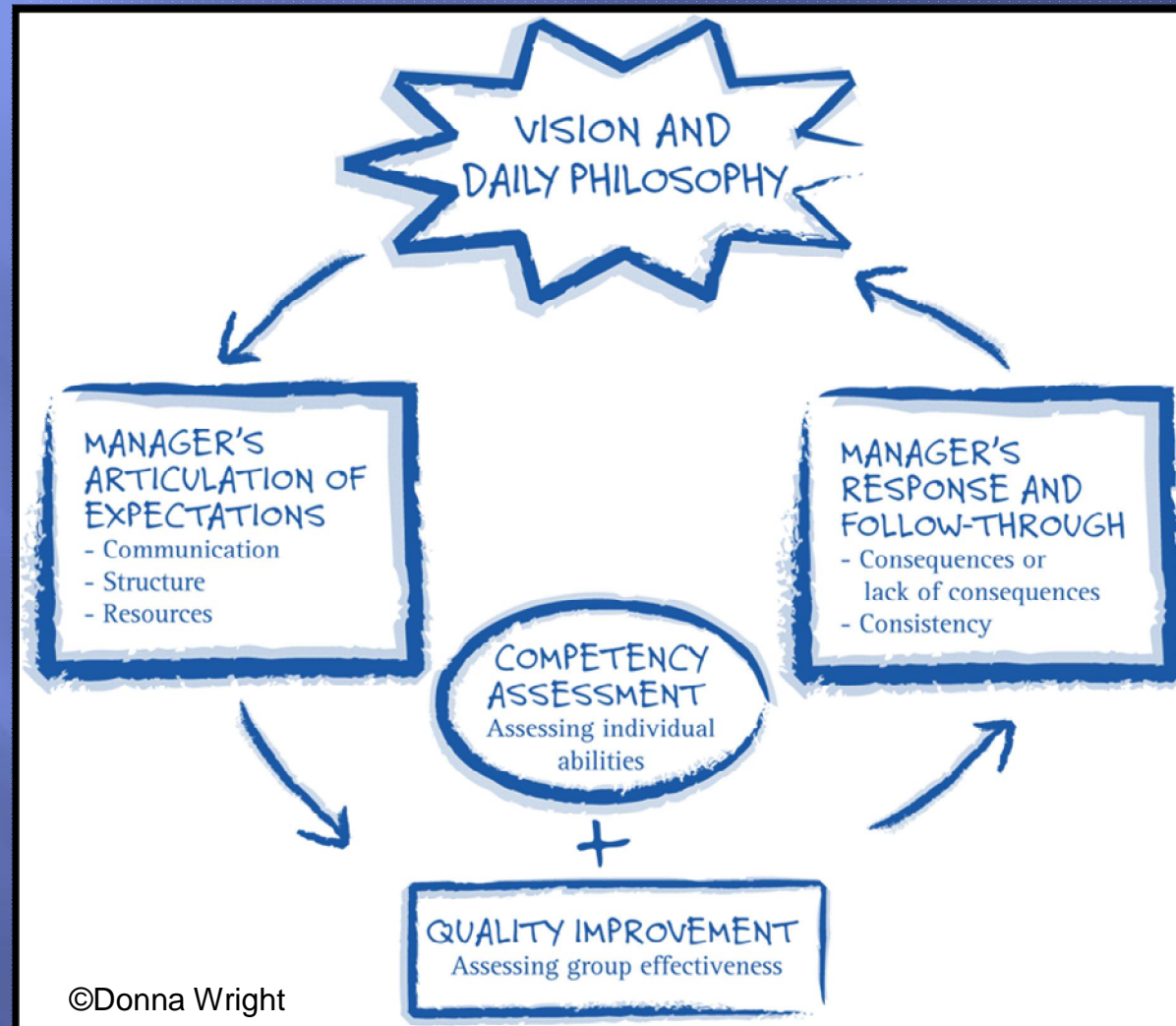
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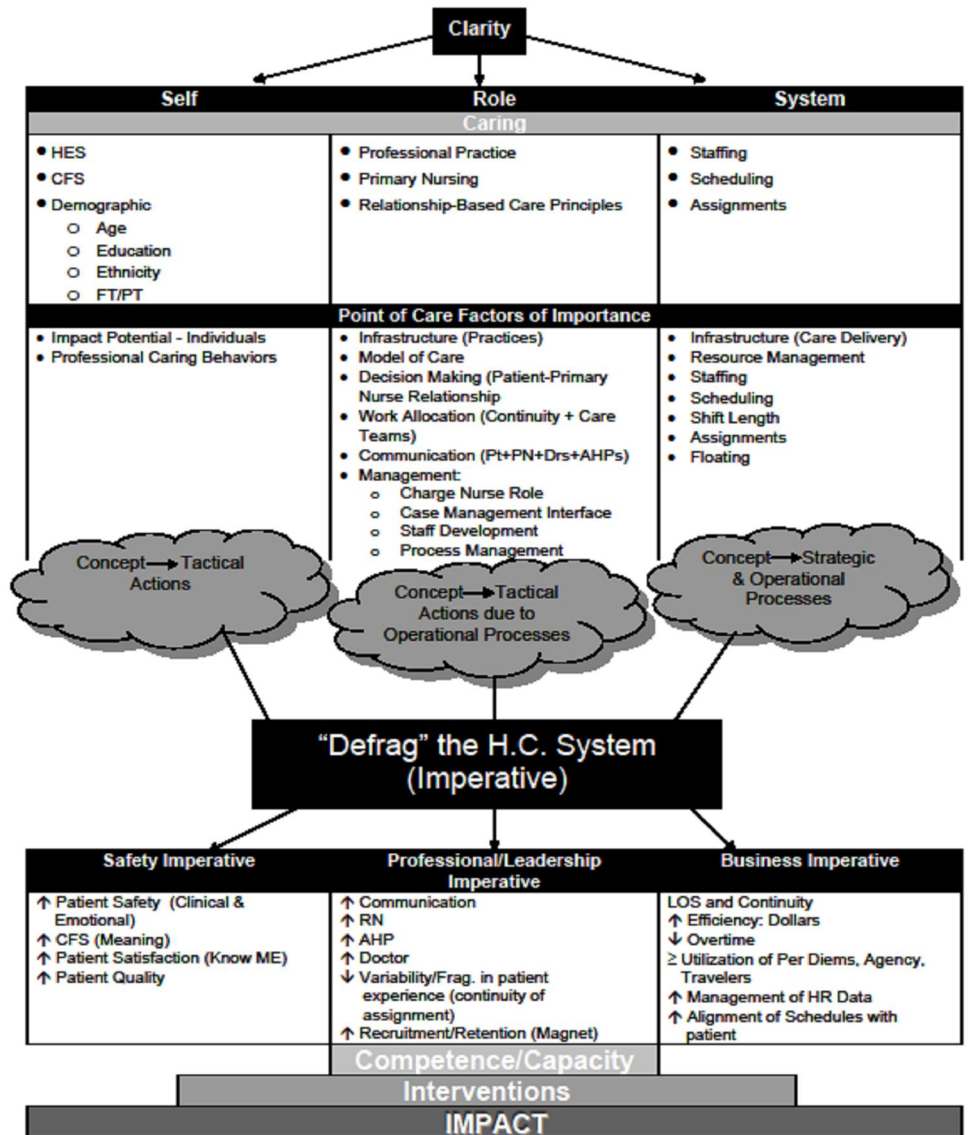
History of I₂E₂ Model



Model for Accountability



Profile of Risk: Compelling Case for Change



Creative Health Care Management; Jayne Felgen; October 4, 2006

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Profile of Risk/CIRC:
Our beginning architecture for exploring what works, and contributing to magnificent wisdom



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Magnificent Wisdom

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