The HCAHPS Breakthrough Series Webinars

Tools

# Ideas Worth Quoting & Reading

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Custom Learning Systems

"It doesn't take an **instant** more, or cost a **penny** more, to be **empathetic** than it does to be **indifferent**."

Brian Lee, CSP

HBS Webinar #1
Leadership

Quotes from the
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"Your people can't care about what they don't know about."

Brian Lee, CSP

HBS Webinar #1
Leadership

Quotes from the
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"93% of what you learn in a classroom is forgotten within 14 days."

Dr. Tony Buzan
Mind Maps

HBS Webinar #1
Leadership

Quotes from the
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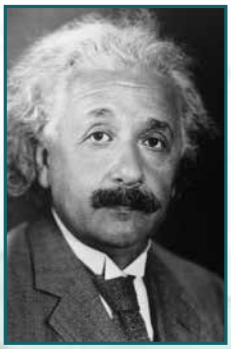
"Insanity is doing the same thing the same way, and expecting a different outcome."



Albert Einstein

HBS Webinar #1 — Leadership

Quotes from the HCAHPS Breakthrough Series™ Webinars

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"Don't let the things you **can't control** interfere with the things that **you can**."

Stephen Covey

HBS Webinar #1
Leadership

Quotes from the
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"The only reference a patient has for **"Quiet at Night"** is the solitude of how quiet it is at home."

Brian Lee, CSP
& David Dworski

HBS Webinar #2 — Quiet

Quotes from the
**HCAHPS**
Breakthrough Series™ Webinars

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"Learn one new idea **every day**, to make things **quiet in a better way**."

Brian Lee, CSP

HBS Webinar #2
Quiet

Quotes from the
**HCAHPS**
Breakthrough Series™ Webinars

Custom Learning Systems
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"All change fails because of a lack of **urgency**."

Professor
John Kotter

HBS Webinar #2
Quiet

Quotes from the
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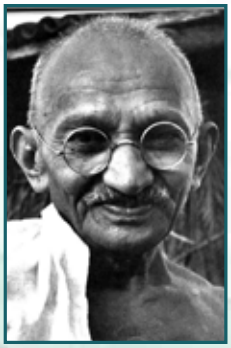
"We must **become** the **change** we want to **see** in the world."



Mahatma Ghandi

HBS Webinar #3
Cleanliness

Quotes from the
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# “Housekeepers are Life-Savers!”

HBS Webinar #3
Cleanliness

Quotes from the
**HCAHPS**
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# "Everyone is a Housekeeper!"

Brian Lee, CSP
& David Dworski

HBS Webinar #3 — Cleanliness

Quotes from the
HCAHPS
Breakthrough Series™ Webinars

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"To have a firm persuasion in our work – to feel that what we do is right for ourselves and good for the world at exactly the same time – is one of the great triumphs of human existence."

David Whyte
Crossing the Unknown Sea

HBS Webinar #3
Cleanliness

Quotes from the
HCAHPS
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"I know that you believe that you understood what you think I said, but I am not sure you realize that what you heard is not what I meant."

Robert McCloskey

HBS Webinar #4
Medication

Quotes from the
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“ Poor Communication
=
Medical Errors,

Great Communication
=
High Reliability.”

Brian Lee, CSP
& David Dworski

HBS Webinar #4 — Medication

Quotes from the
HCAHPS
Breakthrough Series™ Webinars

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"The **signature** of **mediocrity** is not an unwillingness to **change**. The signature of mediocrity is **chronic inconsistency**."

Jim Collins

HBS Webinar #4
Medication

Quotes from the
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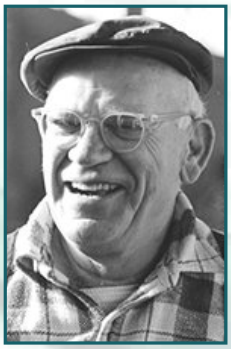
"Those who have **finished learning** find themselves equipped to live in a world that **no longer exists**."



Eric Hoffer

HBS Webinar #4
Medication

Quotes from the
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"The good physician treats the **disease**; the great physician **treats the patient** who has the disease."

Sir William Osler, MD

HBS Webinar #5
Doctors

Quotes from the
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"We're dealing with **individuals** who are **scared and uncertain**. They can't tell, are you a good caregiver or a bad caregiver. What they can tell is: **are you kind?** Are you **listening**?"

**Harold Krumholz,**
MD, Yale School of Medicine

HBS Webinar #5
Doctors

Quotes from the
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"We are here to **add what we** can to life, **not get** what we can from life."

Sir William Osler, MD

HBS Webinar #5
Doctors

Quotes from the
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"No one can tell if you're a good physician or not – but they can tell if you are kind."

Harold Krumholz,
MD, Yale School of Medicine

HBS Webinar #5
Doctors

Quotes from the
HCAHPS
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"What I believe **doesn't count**… as much as what **my patient perceives**."

Brian Lee, CSP

HBS Webinar #5
Doctors

Quotes from the
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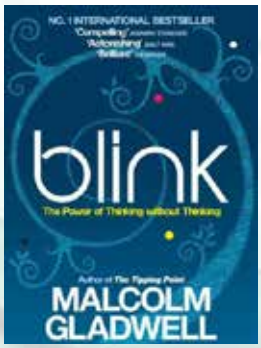
"Surgeons who've never been sued spent **3+ minutes longer** with each patient than did those who **have been** sued."




**Blink**
Malcolm Gladwell,
Little, Brown & Co, 2005

HBS Webinar #5
Doctors

Quotes from the
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"When you sit with your patient, you're **heart-to-heart**."

Brian Lee, CSP

HBS Webinar #5
Doctors

Quotes from the
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# "SILENT = LISTEN"

## (Same Letters)

HBS Webinar #5
Doctors

Quotes from the
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"The Practice of **Medicine** is an **art**, **not** a trade, **not** a **business**, but a **calling** in which your **heart** will be **exercised** equally with your head."

Sir William Osler, MD

HBS Webinar #5
Doctors

Quotes from the
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"It is **just manners**. There is nothing complicated about it. It is just saying how does **one human being relate to another** human being. We don't need complicated frameworks or communication stuff. We just need a **moment of thought**, and then the **decency** the situation requires."

Arthur Frank,

PhD. University of Calgary


HBS Webinar #5

Doctors

Quotes from the

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"If pain is the 6th vital sign, then think of **communication as the 7th!**"

Glenys Jenkins, RN

HBS Webinar #6
Nurses

Quotes from the
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"You don't have the right to have a bad day. Every patient here is having a worse day than you!"

Randall Hempley,
Manager, HEB, Dallas

HBS Webinar #6 — Nurses

Quotes from the
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# “One kind word can warm three winter months.”

Japanese Proverb

HBS Webinar #6 — Nurses

Quotes from the
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"How patients **leave** is as important as how **they came** in."

Stella Fitzgibbons, M.D.

HBS Webinar #7
Discharge

Quotes from the
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"If you have a problem, make it a **procedure** and it **won't be a problem** anymore."

Wayne Cotton

HBS Webinar #7
Discharge

Quotes from the
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"If you're not certain they're **ready to pack**, ask your patient to **teach back**!"

Brian Lee, CSP

HBS Webinar #7
Discharge

Quotes from the
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# “Relieving Pain is Job #1!”

Brian Lee, CSP

HBS Webinar #8
Pain

Quotes from the
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"Pain is **whatever the patient says it is**. It exists wherever he says it does."

Margo McCaffery
MS, RN, FAAN

HBS Webinar #8 – Pain

Quotes from the
HCAHPS
Breakthrough Series™ Webinars

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"The care-giver's job is **not to judge**. The task is to **provide comfort and relief** from pain."

Brian Lee, CSP

HBS Webinar #8
Pain

Quotes from the
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"The fool **wonders**, the wise man **asks**."

Benjamin Disraeli

HBS Webinar #8 – Pain

Quotes from the
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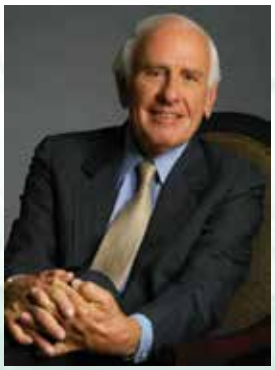
"Without a sense of urgency, desire loses its value."



Jim Rohn

HBS Webinar #8
Pain

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"I cannot do all the good the world needs, but the world needs all the good I can do."

Jana Stanfield

HBS Webinar #9
Responsiveness

Quotes from the
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"The only thing worse than **training** your employees and **losing them**, is **not** training them and **keeping them**."

Zig Ziglar

HBS Webinar #9
Responsiveness

Quotes from the
**HCAHPS**
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"A candle loses nothing lighting another candle."

Anonymous

HBS Webinar #9
Responsiveness

Quotes from the
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"Whoever **hears** the complaint… becomes the **patient's saint**."

Brian Lee, CSP

HBS Webinar #9
Responsiveness

Quotes from the
**HCAHPS**
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"A revolutionary is someone who has the courage to model and **advocate** for **radical change** when the **status quo** isn't **working**."

Brian Lee, CSP

HBS Webinar #9
Responsiveness

Quotes from the
**HCAHPS**
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"Your hospital is judged by your performance. Your hospital is the care you give, the attention you pay, the courtesies you extend, the love you show. Yes, **you are your hospital** *(and thank God for you)*."

Anonymous

HBS Webinar #9
Responsiveness

Quotes from the
**HCAHPS**
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"If you do it alone, you do it **faster**, but if you do it together you go **further**."

Meera Narasimhan,
MD, U of South Carolina School of Medicine

HBS Webinar #10
Transition

Quotes from the
**HCAHPS**
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"It's amazing how much can get done if **nobody** cares **who gets the credit**."

Harry S. Truman

HBS Webinar #10
Transition

Quotes from the
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"The hospital's continuing partnership with nursing homes in the future will be all about **QST**... Take the patients **Quicker**, take them **Sicker**, and watch the **Ticker**!"

Clint Maun, CSP

HBS Webinar #10
Transition

Quotes from the
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"It's easy to **say** what you do. It's harder to **do** what you **say you** do."

Ron Webb

HBS Webinar #11
Overall

Quotes from the
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"Leadership is the ability to **influence and engage team members** to take responsibility for successful relationships with **their patients**."

Brian Lee, CSP

HBS Webinar #11
Overall

Quotes from the
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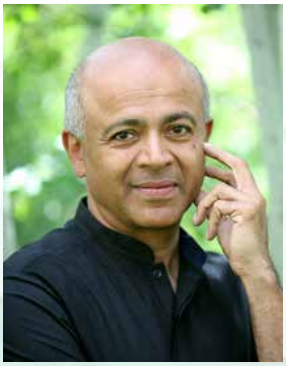
"In an emergency, what treatment is given by ear? **Words of Comfort.**"



Abraham Verghese, MD

HBS Webinar #11
Overall

Quotes from the
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"If your **mother** was admitted with a serious problem, how **confident would you** be that she would receive **loving service** from **everyone**?"

Erie Chapman,
MTS, JD

HBS Webinar #12
Recommend

Quotes from the
**HCAHPS**
Breakthrough Series™ Webinars

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"Where we fall down… is failure to follow up!"

Brian Lee, CSP

HBS Webinar #12
Recommend

Quotes from the
HCAHPS
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"People **don't** change their minds, but they do make **new decisions** based on **new information**."

Zig Ziglar

HBS Webinar #12
Recommend

Quotes from the
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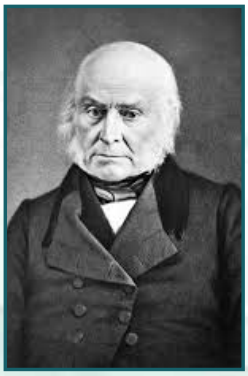
"If your actions inspire others to dream more, learn more, do more, and become more, you are a leader."



John Quincy Adams,

1767 - 1848, Sixth President of the United States

HBS Webinar #12
Recommend

Quotes from the
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# Reading List

The Dance of Change
*Peter Senge et al. Doubleday*

The Empowered Manager
*Peter Block. Jossey-Bass Publishers*

Empathy & the Practice of Medicine
*Howard Spiro, MD. Yale Press*

Communication Skills That Heal
*Barry Bub, MD. Radcliffe Publishers*

The Poetry of Nursing
*Judy Schaefer, editor. Kent State University Press*

Why Teams Don't Work
*Harvey Robbins and Michael Finley. Peterson*

Driving Fear Out of the Workplace
*K.D. Ryan and D.K. Oestreich. Jossey*

1001 Ways to Reward Employees
*Bob Nelson. Workman Press*

Nice Girls Don't Get the Corner Office
*Lois P. Frankel. Warner Books*

Play Like a Woman, Win Like a Man
*Gail Evans. Crown Business*

The Innovator's Solution
*Clayton Christensen. Harvard University Press*

Immunity to Change
*Robert Kegan and Lisa Laskow Lahey. Harvard University*

Total Customer Service
*William Davidow and Bro Uttal. Harper & Row*

A Sense of Urgency
*John Kotter. Harvard University Press*

Crucial Conversations
*Patterson, Grenny, et al. McGraw-Hill Publishers*

Service Delivery vs. Service Excellence
*William R. Johnson. Lulu Publishing*

Appreciative Inquiry
*Sue Anne Hammond. Thin Book Publishing Co.*

Radical Living Care
*Erie Chapman. Baptist Healing Hospital Trust*

I Quit But Forgot to Tell you
*Terri Kabachnick. CornerStone Leadership Institute*

Nobody's Home
*Thomas Gass. ILR Press*

The Checklist Manifesto
*Dr. Atul Gawande. Picador*

Outliers
*Malcolm Gladwell. Back Bay Books*

Who's Your Gladys?
*Marilyn Suttle and Lori Jo Vest. CreateSpace Independent Publishing Platform*

How the Way We Talk Can Change the Way We Work *Robert Kegan, Lisa Laskow Lahey. Jossey-Bass*

The Thin Book of Naming Elephants
*Sue Annis Hammond and Andrea B. Mayfield. Thin Book Publishing Co.*

QBQ! The Question Behind the Question
*John G. Miller. Putnam Adult*

Spirituality in Nursing… Standing on Holy Ground
*Mary Elizabeth O'Brien. Jones & Bartlett Learning*

Umiker's Management Skills for the New Health Care Supervisor
*Charles R. McConnell. Jones & Bartlett Learning*

Patient Satisfaction (Defining, Measuring, and Improving the Experience of Care)
*Irwin Press. Health Administration Press*

Creating Consumer Loyalty in Healthcare
*R. Scott MacStarvic. Health Administration Press/Ache*

The Fifth Discipline (The Art & Practice of the Learning Organization) *Peter M. Senge. Doubleday*

The Leadership Challenge
*James M. Kouzer and Barry Z. Posner. Jossey-Bass*

The 8th Habit (From Effectiveness to Greatness)
*Stephen R. Covey. Free Press*

Principle Centered Leadership
*Stephen R. Covey. Fireside Press*

Execution *Larry Bossidy, Ram Charan, and Charles Burck. Crown Business*

Good to Great *Jim Collins. HarperBusiness*

Servant Leadership *Robert K. Greenleaf. Paulist Press*