

# TRANSFORMATIVE HEALTHCARE

A Physician-Led Prescription to Save Thousands of Lives and Millions of Dollars



We all entered healthcare with a passion to heal individuals and make them healthier. Healthcare lives up to its name only when we all have the burning passion to make the patient our first, second, and third priorities. It's about the "health" and "care" of people—not an industry buzzword. Healthcare in the United States has become too expensive, and too many people die prematurely. We need to actively engage these challenges.

## OUR FOCUS IS OFF TARGET

Technology and data are two valuable resources, but we've become too infatuated with them. The patient should be the priority over technology.

## THE SOLUTION: SYNTHETICAL THINKING

This term isn't found in a textbook or a dictionary, but the source of the solution is found in synthetic thinking.

## THE DANGER OF PROCESS FOCUS

We work with people—not widgets. Excessive focus on process improvement can cause us to lose sight of our most important focus: the patient.

## EFFICIENT vs. EFFECTIVE

Manufacturing lessons can streamline processes, but do they truly make healthcare better? The balance is imperative.

## THE OBVIOUS ANSWER

The best way to improve care is to pay more attention to the patient. The patient-physician relationship—not data and how we process it—will be the number-one catalyst in the type of transformation where everyone wins.

## CULTURE CHANGE

It isn't as ominous, or as expensive, as you might think. The change in culture happens organically and oftentimes enthusiastically. Change can become natural.

## LONG-TERM BENEFITS

Our plan, or "algorithm," leads to constant improvements in care.

## THE BEST MEDICAL MODEL

Technology and data play a supporting, not a lead, role in practice. When technology anchors everything, we get high costs in both lives and money.

## THE FIVE TYPES OF THINKING

Some authors categorize people into one of five types of thinkers. You're either a pragmatist, an idealist, a realist, an analyst, or a synthetic thinker.

## BARRIERS TO TRANSFORMATION

Longstanding protocols in healthcare can create barriers that make patient care less safe, effective, and timely than it should be. Facing the barriers and finding ways to remove them paves the way for innovation and change.

## THE IMPORTANCE OF FLEXIBILITY

Blending the science and the art of medicine into synthetic decision-making builds up the all-important pillar of flexibility. Rigid structures will crumble, so we need to be willing to change now.

## FAILURE IS AN OPTION

Innovations do not usually take place by staying within comfortable paradigms. The fear of failure will paralyze us from taking the risks necessary to transform healthcare. Failure must be an option.

## FOUR KEY TRANSFORMATION QUALITIES

Customized care is agile, adaptable, personal, and accepted, truly putting the patient first.