

# THREE GOOD THINGS

Happiness Every Day, No Matter What!



Presented by Erika Oliver  
September 29, 2009



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## Goal



Create positive assumptions to enhance family centered care.



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“Every patient at Bronson is part of a unique family unit with its own strengths & capabilities.”

Bronson Hospital website

## It's simple but not easy

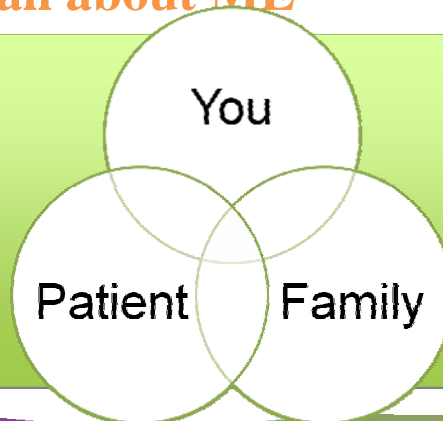


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“We believe in partnering with each family to give the highest quality of care to each patient.”

Bronson Hospital website

## It's all about ME



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## Perspective



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A Survey of the Impact of Disruptive Behaviors and  
Communication Defects on Patient Safety

The Joint Commission Journal on Quality and  
Patient Safety, August 2008

## 70% Communication Problem

“...nearly 70% of the (disruptive) events  
can be traced back to a problem with  
communication.”

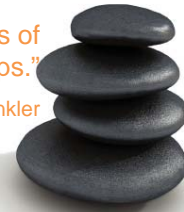
**disrupting something:** interrupting usual order or progress

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# Fact vs. Assumption

"Assumptions are the termites of relationships."

Henry Winkler



## Fact

## Assumption

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Susan left the floor at 3:00</li><li>• Erik is angry</li><li>• Productivity is down</li></ul> | <ul style="list-style-type: none"><li>• Susan went <i>home</i> at 3:00</li><li>• Erik is angry <i>with me</i></li><li>• People <i>don't want to work</i></li></ul> |
|---|--|

"We actually experience our visual environment as a fully analyzed **opinion** about what the brain thinks is out there."

John Medina, Brain Rules 2008

## 3 Steps to a Positive Center

1. List the **FACTS**
2. Identify your **ASSUMPTIONS**
3. Make up **HAPPY CRAP**

# 3

Good Things ...  
every day,  
no matter what!



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**Thank You!**

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