

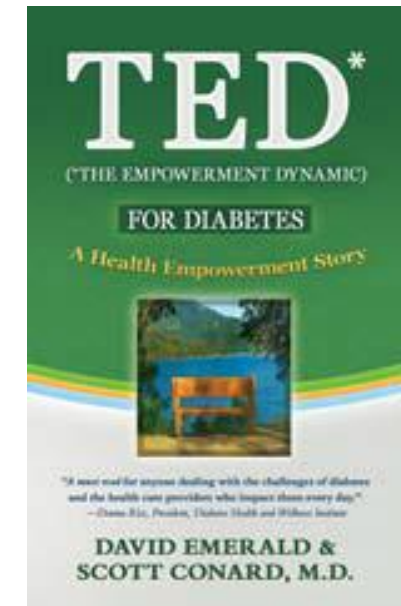
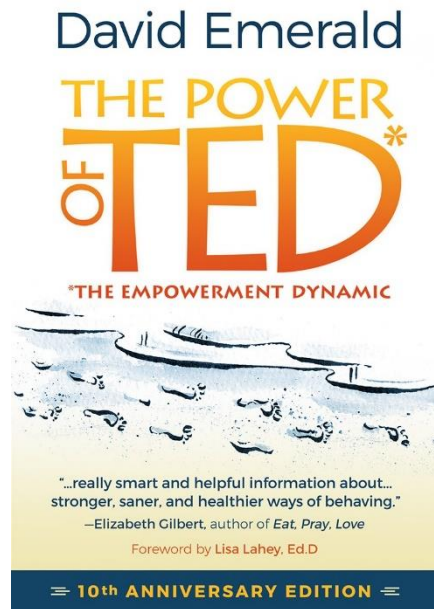
**Making Shifts Happen:
From Drama to Empowered Patient Conversations**

2016 Patient Experience Summit

May 16, 2016

**David Emerald Womeldorff
Donna Zajonc, MCC**

Bainbridge Leadership Center Changing the world one leader at a time.



Purpose and Outcomes

Purpose: Introduce you to a way of thinking and relating that creates empowering patient conversations.

Outcomes:

- ❖ Understanding of two contrasting mindsets – one that contributes to empowering conversations and one that doesn't.
- ❖ Recognizing two sets of relationship roles and dynamics – one that is reactive and one that is empowering.
- ❖ Reflecting on these frameworks and how to apply them to patient engagement.



Imagine.....

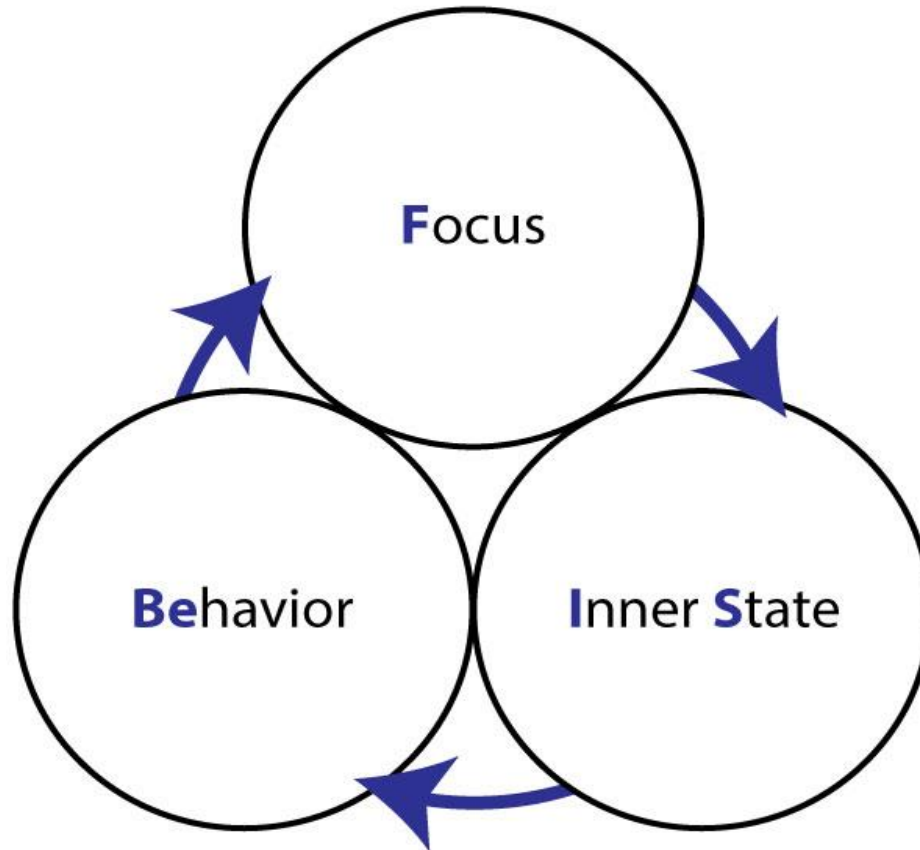
- **What is the patient's focus?**
- **What is he saying to himself and others?**



Imagine.....

- **What is the clinicians' focus?**
- **What is the physician saying to himself and others?**

FISBE



www.PowerOfTED.com

**Our Human
Operating System.**

What do you Focus on?

Your Focus impacts
your emotional---Inn
State.

Your Inner State drives
Behavior.

Problem Orientation



Adapted from
Bob Anderson
– The Leadership Circle –
www.theleadershipcircle.com
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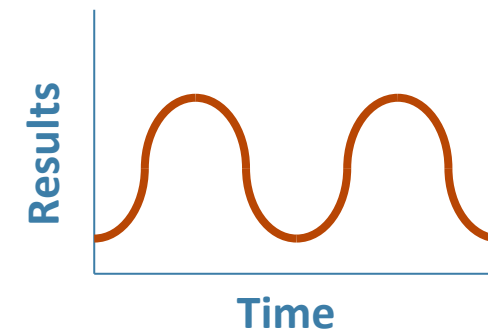
What you *don't* want

Intention:

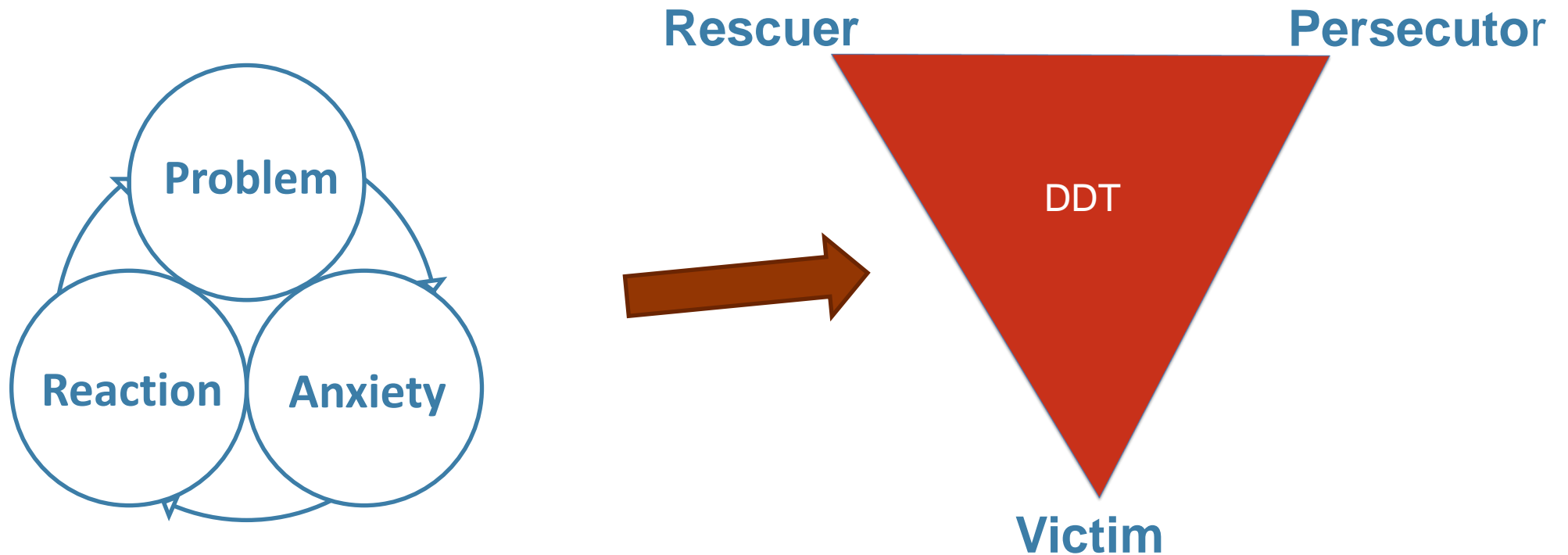
Get rid of or away from the
problem/anxiety;

Results:

Roller coaster, episodic, short term
change.



Victim Focus becomes the Dreaded Drama Triangle

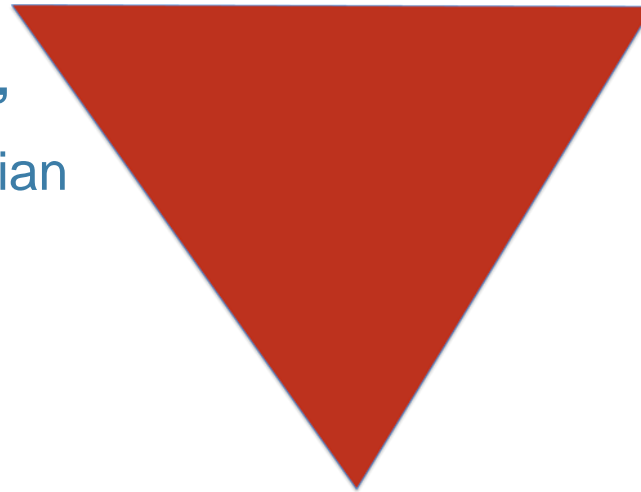


Dread Drama Triangle (DDT)

Rescuer

“Pain Reliever”

Physician/Clinician



Persecutor

“The Problem”

Dominates Victim's
Time & Energy

Victim

Feels Powerless

Dream Denied

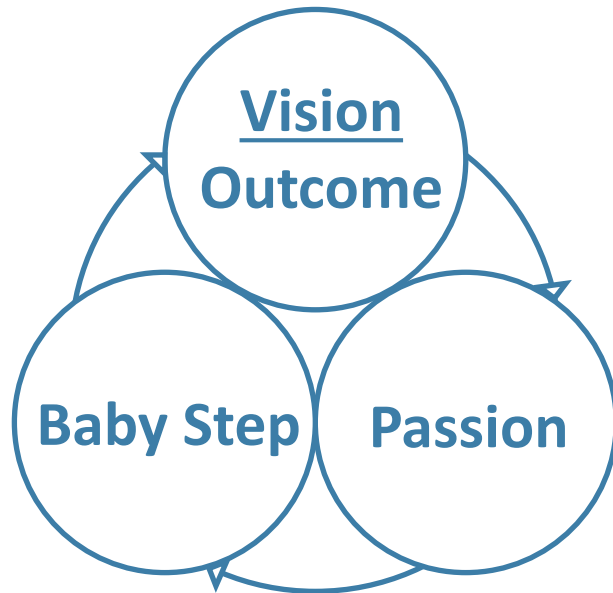
“Poor Me”

What are the characteristics and qualities that occur in a DDT Patient Conversation?

What assumptions underlie this kind of patient experience?



Outcome Orientation



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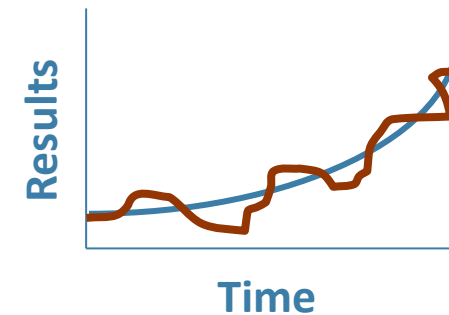
What you **do** want;

Intention:

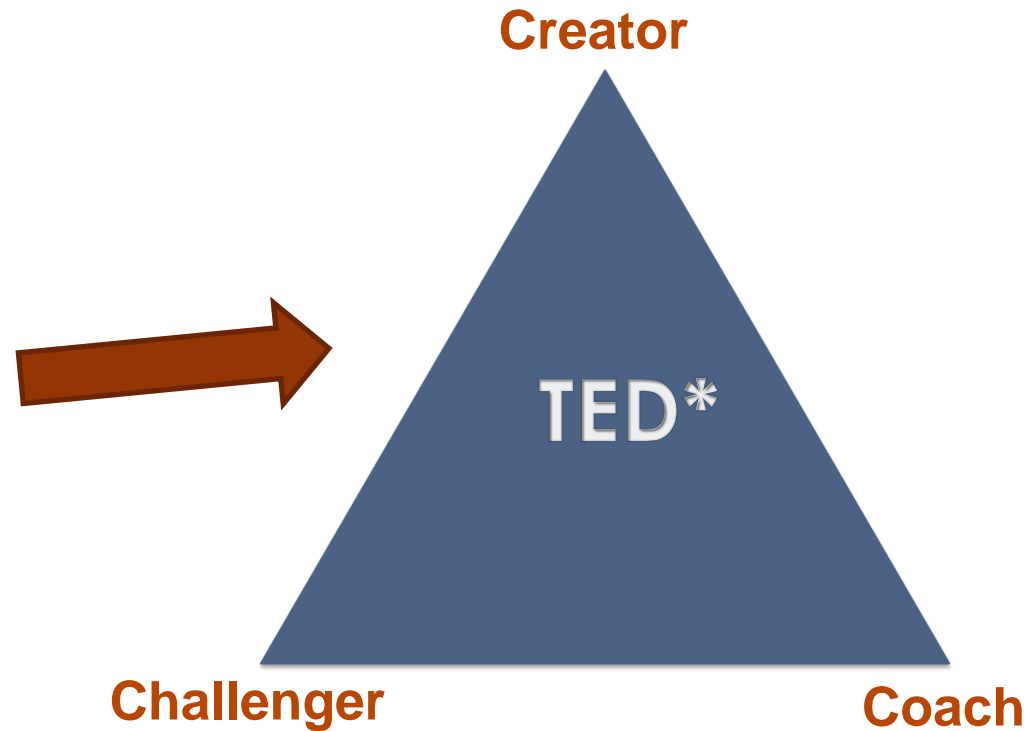
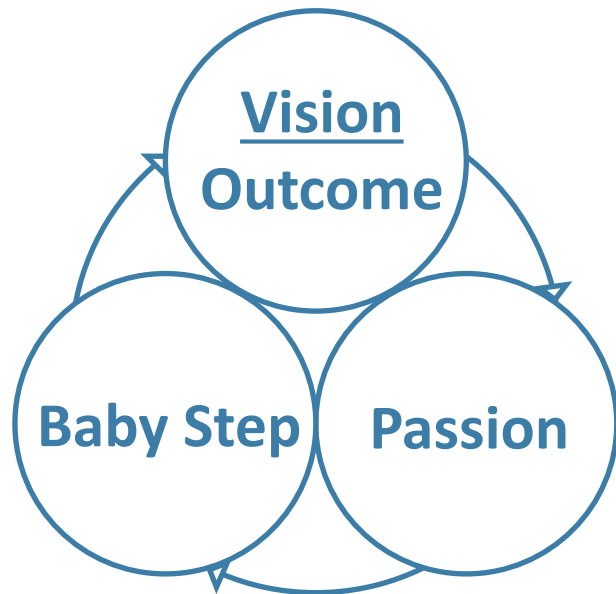
Move toward outcome to
bring it into being;

Results:

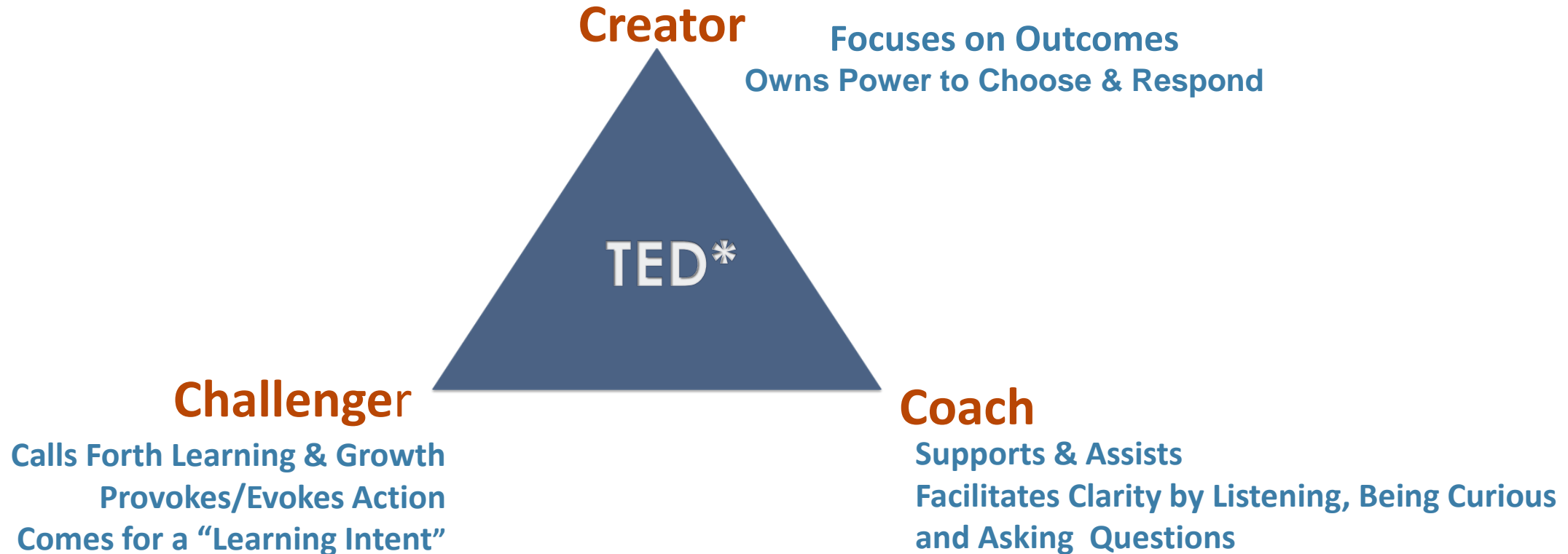
Forward progress, creating, learning,
sustainable change.



Shifting from *Problem Focus* to *Outcome Focus* creates conditions for **TED*** (*The Empowerment Dynamic)



TED* (*The Empowerment Dynamic)™



What are the characteristics and qualities that occur in a TED* (empowered) Patient Conversation?

If you saw it, how would you know it?



What's one thing of value you are taking away from this session?



Our Challenge to You

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