After the Comma

A Patient’s Story

Tom Graham, Cleveland Clinic Patient
After the Comma

East Liverpool
OH

[Image of a map of Ohio with a star and a picture of two children]
After the Comma
After the Comma
If today were the last day of your life, would you want to do what you are about to do today?

Steve Jobs
1955 – 2011

,GENIUS
After the Comma

A Patient’s Story

Tom Graham, Patient Experience Expert
After the Comma
“Qualifications”

- 4 Months Straight
- 2 Months Intermittent
- 20 Operations
- No Food for 4 Months
- 90# Weight Swing
- 1 Helicopter Ride
- $1.2M Hospital Bill
After the Comma

What I Learned

• As Caregivers
  • What We Do
  • What We Could Do

• As Patients
  • What We Need
  • What We Feel

• As Humans
  • What Matters
Take Home Messages

• As an Individual
  • “RFP”
• As a Family
  • Advocacy
• As an Institution
  • Caregivers
• As a System
  • Experience Matters
After the Comma

Medicine is a Team Sport
• Culture of Collaboration
• Avoid Heroism & Narcissism
• Eschew the “Lone Wolf”
• Few “Eureka” Moments
• Win: Patient’s’ Health
After the Comma

Patient Centricity
Medicine: Art or Science?
Innovate: I Needed It!

After the Comma
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We’re All Going to be Patients

i got a pooped pancreas
Rear View Mirror vs. Windshield
After the Comma

After **YOUR** Comma

HELLO

my name is

Your Name
Punctuation After the Punctuation

- Don’t have to know the most...care the most
- Don’t just show up...lift up
- Practice Empathy: Not just care...Feel
- Not just success...significance
After the Comma

Cleveland Clinic

Every life deserves world class care.