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Support coping, adapting, thriving

Fix problems

Managing symptoms, mitigating adverse effects, coping with disappointing results preventing complications, rehabilitating sequel ie, self-management support, problem solving, making care fit

Right patient/dingnosis, right cure, orrectly deployed, at the right time, the first time, with right expensise and equipment.

CARE

CURE

Variance is **virtue**

Variance is **defect**

Too fast As a test result As a statistic As a record

CARE FOR PEOPLE LIKE MARIA LUISA

Biology

CARE FOR MARIA LUISA

Biology + Biography

Written authorization to use this picture by patient's family on file

Life

Workload

Access

Self-manage

Participate

Capacity

Social

Resources Integration Self-efficacy

Written authorization to use this picture by patient's family on fil



BLUR

INDUSTRIAL CARE

GENERIC

CRUEL

Art by BMJ

Healthcare without care is unsustainable



Tran VT et al. Mayo Clin Proc 2019; 95: 504-12 Singh Ospina N et al. J Gen Intern Med 2019; 34: 36-40 Linzer M et al. JAMA Health Forum. 2022;3(11):e224163



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How might we respond to this crisis of care?



One response to the crisis of care is to assume that this is a crisis of organization, efficiency, information technology, and scale.

We need to operate at scales of speed and reach that are only possible when we **abandon the idea that** care is only possible between people.

It requires **more consumption** of data, medications, technologies ignoring consequences for other economic priorities or the planet.

The other response assumes this is a crisis of care in and of itself.

CARE Practice + disposition

Give

Notice

Respond

Receive

J. Tronto

© Santi Palacios



Pathologies of Care

Blur Burden Hurry Cruelty





CULTIVATE CARE

Care is healthcare's core purpose Tell stories about care + use them to drive care



Radically change the conditions for care



Feeling valued



Linzer M. JAMA Health Forum. 2022;3(11):e224163

Feeling valued

Control of work conditions



Hurried, chaotic environment





Linzer M. JAMA Health Forum. 2022;3(11):e224163

CARE

Wellbeing and competence of clinicians Collaboration and team-based care: mutual care Technology and innovations (impact-on-care analysis)

Montori V et al. NEJM Catalyst Oct 2019

Poplau S, Linzer M, Allwood D, et al Designing the careful and kind clinc. *BMJ Leader* 2022;**6**:87-91.



ERADICATE CRUELTY

Industrial Healthcare

Pathologies of Care

Blur Burden Hurry Cruelty

Careful and Kind Care

Signs of Care

High definition Minimally disruptive Unhurried conversations Responsiveness



Allwood D, BMJ leader. 2022;6(2):125-129

Careful and Kind Care

Signs of Care

High definition Minimally disruptive Unhurried conversations Responsiveness Ask 'what matters to you' Be curious about patient lives Patient biographies in the EHR

Ban medical chores and errands Understand no-shows/low fidelity Simplify care (lean consumption) Promote patient capacity

Limit interruptions, distractions Enact responsive scheduling, Implement continuity of care

> Eliminate wrong doors Make navigation easy

To care is human The mission is infinite The capacity to care is not

Invest in public health and abolish cruel policies



We need democratize care





CARE IS A RENEWABLE RESOURCE











Careful and Kind

and a star

for all

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