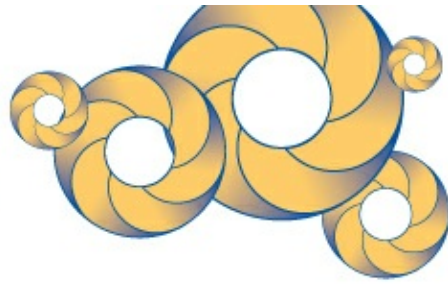


INSIGHTS

From Creative Health Care Management

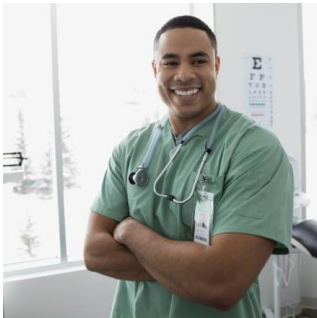


Ways to Discover Your Best Self at Work

You've probably heard the statistic that nearly 70% of people are disengaged at work. In fact, there is a good chance you might be struggling to stay engaged, too. We spend nearly a quarter of our lives working. And let's face it, how we feel about our work impacts every other part of our life. There is no magic compartment we can put work into when we leave our office, clinic or unit. It only makes sense to figure out how we can make our work life meaningful and positive.



[Continue reading for ways to help you be your best self at work.](#)



Turning Crisis into Opportunity

If you are a leader when it comes to managing a crisis, it is not a question of "if" but a question of "when." And unfortunately, you cannot pick your crisis. So, in 2016, when St. Luke's Magic Valley in Twin Falls, Idaho experienced a devastating sentinel event, coupled with changes in leadership and a major EMR conversion, the organization was confronted with a tsunami of negative emotion. The levels of fatigue, distrust, burnout and likelihood of a wave of resignations threatened the medical center.

[How one organization regained trust and reconnected to their purpose.](#)

CHCM Approved as a General Services Administration (GSA) Contractor

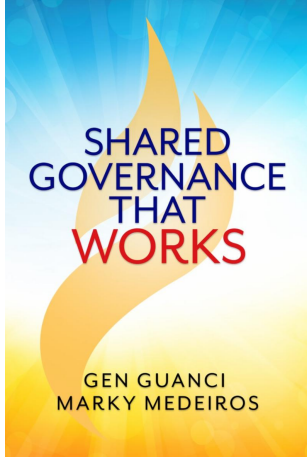
Contracting with Creative Health Care Management just got a lot easier for government agencies now that we have received a GSA Federal Supply Schedule Contract. This means that our product and service purchases can be made directly from our GSA Schedule Contract, eliminating time-consuming responses to complex RFPs and lengthy negotiations. Clients purchasing our products and services through GSA also receive pricing discounts.



The Council Facilitator Role

*An excerpt from **Shared Governance That Works***

As councils develop, restructure, or attempt to move from a stalled position, a best practice to consider is using a facilitator. This role is not filled by the chair or co-chair or leadership sponsor of the council. The facilitator should be an individual who has no vested interest in the decision or outcome and no voice in consensus decision making.



The facilitator contributes structure and process to interactions so the group is able to function effectively and make high-quality decisions. The facilitator's primary role is to pay attention to the process and ensure that it is followed.

[Continue reading about the council facilitator role.](#)

Upcoming Events and Webinars

[WEBINAR: Strategic Planning for Your Journey to Excellence](#)

Friday, June 29, 2018 - 12 pm CST

[Relationship-Based Care Leader Practicum](#)

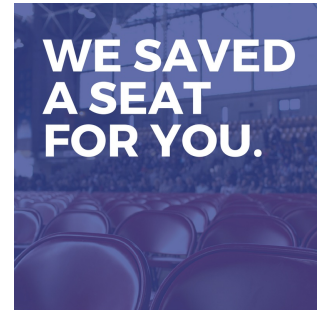
August 6-10, 2018 - Gettysburg, PA

[2018 Combined Annual Gathering: Leadership, Resilience and Body Awareness](#)

September 26-28, 2018 - Minneapolis, MN

[WEBINAR: Human Connection is the Foundation of the Patient Experience](#)

September 28, 2018 - 12 pm CST

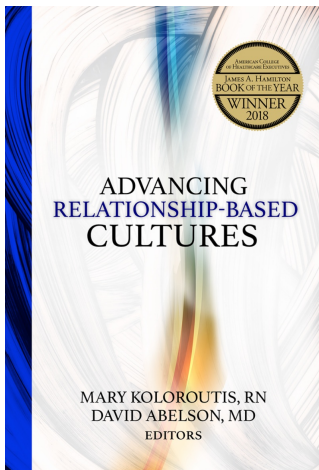


Leadership, Resilience and Body Awareness

September 26, 2018 - 8:30-5 PM CST

As part of our 2018 Annual Gathering we are offering a day of reconnecting with your resilience. This day of resilience is open to everyone. Expect fun, learning, reflection, centering, networking, best practices, creativity, innovation and the sweet experience of like-hearted people.

[Register today!](#)



2018 ACHE Book of the Year!

Advancing Relationship-Based Cultures explains and expands a fundamental and often overlooked truth in health care: It is the confluence of relational and clinical competence that advances relationship-based healing cultures. A relationship-based culture is one in which a critical mass of people provides care and service with relational competence. In these cultures, the skills that foster relational competence are actively developed, nurtured, practiced, reinforced, and evaluated. While countless thought leaders have championed the importance of improving relationships, this book provides a practical how-to for the creation and nurturance of healthy relationships in health care.

[Read a sample chapter and visit the bookstore here.](#)

Remember your first patient?



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