

### Build a practice that cares: A new old way of practising medicine

#### Dr Mark Craig RMA17 - October 21, 2017

It's far more important to know what person the disease has than what disease the person has.

~ Hippocrates

Advocacy Build people & networks Culture Design Ethic



#### **Caring** for patients is our first priority:

#### Clinical excellence is expected by patients

#### **Service excellence** is <u>unexpected</u> but deserved by patients

# An Antical Best Practice that cares

### Advocacy Build people & networks

You don't build a business

You build people -

They build the business

### Advocacy Build people & networks Culture

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Anthropological research shows:

**Trust** grows from shared values and beliefs; therefore:

**Employ** those who share your values and beliefs **Network** with those who share your values and beliefs **Associate** with those who share your values and beliefs

### Advocacy Build people & networks Culture Design



access openness comfort hardware software facilities

Advocacy Build people & networks Culture Design Ethic

People will forget what you said, people will forget what you did, but people will **never** forget how you made them feel.

~ Maya Angelo