

Choluteca River 1938

...1996 Honduras



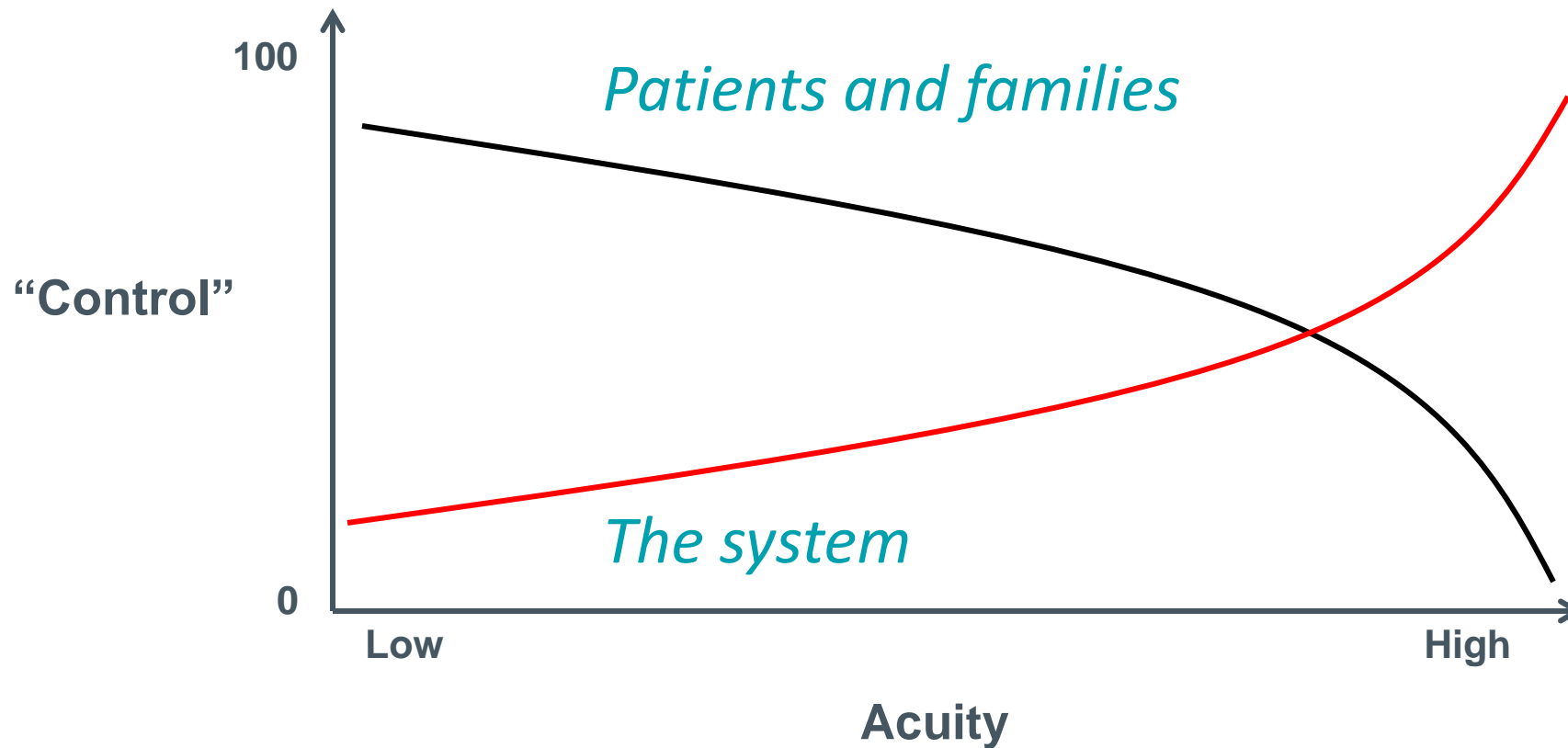
Mitch - 1998





The illusion of control * = 5000 hours

* Source: Asch DA, et al. "Automated Hovering in Health Care – Watching Over the 5000 Hours." *New England Journal of Medicine*. July 2012: 367(1).



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Key concepts

- ‘Processmeasurephobic’
 - Tyranny of small numbers
 - Tragedy of the commons (Ostrom – Common Pool Resources)
- Biology protects us
- Systems thinking
- Assets based: patients and families
- ‘Boundaryless’ collaboration



*"We do not see the world as it is;
We see it as we are"*

O + A = R



“Listen with empathy”

