

## Notes from Open Space Topic Convenors

What was your topic or practice?

### Connecting the Dots

What were major discussion points?

1. How do we create a culture of relationship-centered care across the organization?
2. How do you foster the model with shortened length of stay?
3. One method is to create a family environment where co-workers tell their story. Create an orientation of behaviors that demonstrate relationship-centered care rather than policies and procedures.
4. Encourage caregivers to learn and share the stories of their patients. Establish patient story centered team meetings. Create patient life books. Establish remembrance services for patients who have died.
5. Focus where you have your pockets of strength and energy in the organization. It is a seed. Let it grow.

What did you learn?

1. The energy flowing from pockets of patient-centered care activity will flow like healing threads through out the organization.
2. Change the orientation to include modules on sensitivity, diversity, team building, and defining the spirituality of the organization.

Whom should we contact for more information?

Name: Mary Wicker, Chief Operating Officer  
Address: Southwestern Vermont Health Care  
100 Hospital Drive  
Bennington, VT 05201  
Telephone: 802/447-5004  
Email: wicm@phin.org

Who helped create this new practice?

Mary Wicker, Carol Salazar, Shelia Ritoch, Betsy Kaknoski, Lori O'Hara, and Lana Warren.