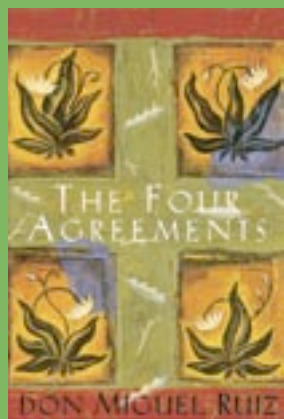


Our Message

The emergence of New Agreements Healthcare™ has created a working model for the transformation of healthcare in America. This is a transformation whose time has come. Healthcare systems in America are stressed to the breaking point. This stress is transferred to caregivers who are becoming so worn down by dysfunctional systems that many are leaving healthcare, further stressing those left behind. Patients too are feeling the stress. As expected in highly stressed systems, costs continue to rise while quality of care continues to decline. It doesn't have to be this way. A new model for the delivery of healthcare in America is at hand. Based upon real world application of New Agreements Healthcare™ both on the frontlines and in the executive suite, we are becoming the change we want to see in healthcare.



“Our work with New Agreements Healthcare™ is helping us to understand that systems, not people, are most often the reason for errors and inefficiency. Our key metrics confirm that we are becoming a significantly better organization, one that can serve as a model for what healthcare can be and what organizations can become.”

— JOHN ROSSFELD, CEO, GILA REGIONAL MEDICAL CENTER

“New Agreements Healthcare™ creates a framework for a holistic approach to the operations of an organization. It embraces the development of the people while setting them up to be successful through optimization of the systems in which they must work. From this well-received process, we will add almost \$1 million to our bottom line next year while improving patient and caregiver satisfaction. This is significant improvement for a small rural hospital.”

— SUE NIEBOER, RN, MPA, VP OPERATIONS, GERBER MEMORIAL HEALTH SYSTEMS

“New Agreements Healthcare™ principles and systems tools are simple, straightforward, and address problems that have been plaguing us in the OR for years. It's made a huge difference for frontline staff and me in caring for patients and each other. New Agreements Healthcare™ is a bold new approach whose time has come. With compassion and good systems we are delivered to a place of genuine care. We are the ones we have been waiting for.”

— BARBARA DiTULLIO, MA, BSN, ASSISTANT NURSE MANAGER

BRIGHAM & WOMEN'S HOSPITAL, OPERATING ROOM

“Over two years in several hospitals, I was intimately involved in implementation of New Agreements Healthcare (NAH). In contrast to the top-down, project-based approaches that conventional quality improvement programs embrace in healthcare, NAH uses a frontline-driven approach that provides staff with simple and robust systems tools that are accessible and empowering. For the first time, frontline staff are directly engaged in the entire data-driven improvement process. When the frontline care providers identify and improve the critical systems and their sub-components, the resulting cost reductions invariably favor any initial investment. In short everybody wins: the work environment improves, staff morale improves, quality and safety improve with significant cost reductions and, most importantly, patient satisfaction soars as they receive the care that they deserve.”

—FREDERICK VAN PELT, MD, MBA,

DIRECTOR OF GLOBAL PROJECTS, PARTNERS HARVARD MEDICAL INTERNATIONAL

Meet the Teacher:



David Dibble – A former CEO, David Dibble is a spiritual teacher, systems thinker, consultant, trainer, and keynote speaker. He is author of *The New Agreements in Healthcare*, a book that blends universal principles and systems theory into practical roadmap for transforming America's healthcare systems. For eight years, David studied directly with Miguel Ruiz, author of the worldwide bestseller,

The Four Agreements. He is the creator of *New Agreements Systems-Improvement Tools*, a unique set of tools for improving systems by frontline staff. For more than twenty-five years, he has explored the nature of personal, professional and organizational change.



Training and Consulting



What is New Agreements Healthcare?

New Agreements Healthcare™ is much more than a laundry list of things to do. It is a comprehensive roadmap to creating a more evolved and effective way of delivering healthcare in America. This more evolved way of being uplifts the experience of caregivers and patients who work and heal in our healthcare organizations. In the process, financial performance is uplifted, too.

The Critical Role of Systems

At least *ninety percent* of the results currently being experienced in healthcare, good or not so good, are a product of the *systems* in which caregivers deliver care, *not the efforts* of caregivers themselves. Many leaders and managers in healthcare are not aware of this fact. Critical measures such as patient/caregiver satisfaction, caregiver retention, safety, regulatory compliance, and of course sales and profits, are a function of systems, both formal and informal. However, to improve the results your organization produces and sustain those improvements requires both a shift in systems and growth in people. Imagine your hospital with optimized systems, happy caregivers, satisfied patients, all producing measurable results beyond anything you might have predicted. Welcome to the New Agreements Healthcare™ Consulting and Training.

New Agreements Healthcare LP

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WHY NEW AGREEMENTS HEALTHCARE™ WORKS

Growing Frontline People
+ Ever-Improving Systems
+ Genuine Teamwork
= Sustainable Change

Growing Frontline People

If people, particularly frontline people, are not a part of the system-improvement process, they will resist the changes we want to make and the effort will become another “flavor of the month.” Growth of people is critical to creating and sustaining meaningful change.

Ever-Improving Systems

Ninety percent of the results currently being experienced, both good and not so good, are a function of the systems in which care is delivered—They are not a function of the efforts of people. In order to improve and sustain desired results, we must improve the systems in which we deliver care.

Genuine Teamwork

Everything in healthcare is connected in some way. It is virtually impossible to improve systems within healthcare without genuine teamwork both within departments and among departments. This work breaks down barriers between people and departments while creating deeper levels of support and caring among staff at all levels.

NEW AGREEMENTS HEALTHCARE™ CONSULTING

While each hospital and healthcare organization is unique, as a group, they also share many commonalities. One almost universal aspect of healthcare organizations is that they require expert assistance in implementing robust change programs and processes—This need is particularly strong in the early phases of implementation. This is where New Agreements Healthcare™ Consulting comes in.

New Agreements Healthcare™ has a network of consultants trained in the implementation of New Agreements Healthcare. Consultants are available to assist healthcare organizations on a project basis or as part of a comprehensive organizational change commitment. Areas where consulting may be particularly useful might include:

- **Evaluation** – Perform a New Agreements Current Condition Survey that identifies in real time the systems-improvement opportunities that will most benefit caregivers, patients and other stakeholders.
- **Getting Started** – Identify the most important areas/systems to begin the work.
- **Create the Teams** – Bring the champions together, teach the tools, start the work.
- **Identify Key Metrics** – Determine the critical 20% of the changes that will produce 80% of the desired results.
- **Advanced Management Training** – Formally train leaders, managers, directors and supervisory personnel in a Systems-Based Leadership/Management model that allows managers/leaders to be organized and effective in their roles.
- **Partner/Teamwork** – Create, grow and nurture important partnerships among Administration, Physicians, Nurses and other key partners.
- **Measure and Record Progress** – Learn how to be collectors of good data and how to course correct as necessary based upon good data.
- **Document, Educate, Manage, and Lead** – Create a system that makes the desired changes permanent, holds people accountable for their actions and becomes your way of operating.

NEW AGREEMENTS HEALTHCARE™ TEACHER TRAINING

The New Agreements Healthcare™ Teacher Training blends a number of bodies of knowledge into a comprehensive learning experience that can be readily applied in almost any healthcare organization. Importantly, the context of the program is *teacher training*. Students become teachers. Graduates of the Teacher Training become *champions for change* in the organization. Over time, they become the organization’s internal consultants and teachers.

The Bodies of Knowledge:

- **The New Agreements in Healthcare™:**
The Agreements are an effective guide for creating sustainable change in healthcare.
- **The Four Agreements:**
Miguel Ruiz’ Four Agreements are a guide to personal freedom both at work and at home.
- **New Agreements Systems-Improvement Tools:**
This set of simple, easily learned systems-improvement tools allows leaders, managers, and, importantly, frontline caregivers to effectively resolve problems and improve the systems of healthcare delivery.
- **New Agreements Leadership:**
This easy to apply leadership methodology aligns leaders, managers and caregivers in common cause and teaches people to lead/manage toward that common cause with a systems-based approach.
- **New Agreements Visioning:**
This powerful visioning work allows caregivers to re-connect with their higher purpose for choosing healthcare.
- **The Masteries of Awareness, Transformation, and Intent:**
The Masteries are an accelerator of both professional and personal growth.

“New Agreements Healthcare is a one-of-a-kind consultation. Leaders and grass roots staff work together to improve the systems of care. Through shared successes, it earns buy-in from everyone. No more blaming and complaining. If your organization is in need of cultural transformation and sustainable systems-improvement, New Agreements Healthcare is the process for you.”

— PEGGY GAUGHAN DOYLE R.N.,
O.R. MANAGER OF THE YEAR, DIRECTOR PERIOPERATIVE NURSING,
BRIGHAM AND WOMEN’S HOSPITAL



“New Agreements Healthcare is an excellent investment. The culture is more caring and measurable results are impressive.”

— JEAN REMILLARD, MD/MBA, CMO,
GILA REGIONAL MEDICAL CENTER

