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Creating a  
caring  
environment  
is an  
important  
element of  
successful  
organiza-  
tions.

Route to:

- Department Heads  
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## Discovering the Business of Caring: A Leadership Summit Cafe'

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In April of this year over 70 clinical staff and leaders from healthcare organizations across the country participated in a "world cafe" Leadership Summit focusing on strengthening caring within our organizations. They addressed the question:

"If caring matters, if we are prepared to 'get tough and get smart' on caring, by making it visible and expected in our organizations, then what will it take to make that happen by leaders, staff, physicians, and our systems?"

We know that conversations are the essence of building relationships in the work place. Yet, we rarely have the luxury of time and focus to really talk about what matters. We may not have a methodology that will facilitate meaningful conversations. According to The World Cafe Community, when using progressive rounds of conversation, questions and issues that genuinely matter to work life are surfaced and ideas, questions and themes begin to link and connect. World Cafe allows participants to synthesize their discoveries, deepen explorations, listen to understand, and tap into the collective wisdom as possibilities and actions emerge.

The discoveries relate to four categories: leaders, staff, physicians, and systems. Key findings are listed in each category.

Participants echoed in agreement that "you get what your pay attention to." They voiced that in order to get tough on car-

ing, caring must be visible and safeguarded. It must be knowledge based, relationship based, and expected standard of practice. In an organization that is tough on caring, staff interactions are person-centered, advocacy for patients is vital and valued, safety is achieved through continuity of care and relationships, and outcomes are measured against the mission, vision and values of the organization.

There is a business acumen associated with caring at all levels of the organization. The participants believed that leaders set the tone by role modeling and expecting caring, staff provide compassionate, person-centered care, physicians recognize and appreciate exemplary in caring, and our systems are designed to support caring for people as the essence of our business.

References:

The World Cafe Community, Whole Systems Associates.

Leadership Summit Cafe, CHCM Conference, April 2003.

*Note: If you would like to see the insights and discoveries that emerged through the world cafe conversations, call the CHCM office at 800.728.7766 or email [chcm@chcm.com](mailto:chcm@chcm.com) and ask for the print version of this newsletter.*

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