

## How to Think Like a Patient: A 10-step guide

### STEP 1

Everyone is a patient: You are a human being and there is no cure for that. Act accordingly.

### STEP 2

There is a policy that matters most above all others: Make CARE your one and only North Star.

### STEP 3

Patients follow their dreams, desires, and deepest wishes. Get to know those. It will make every measure easier.

### STEP 4

Assumptions are the termites of truth: Patients hold the key to their needs. All you have to do is ask.

### STEP 5

Patient is an adverb not a noun. It's how a human being relates to place, time, circumstance, manner, cause, and degree.

### STEP 6

Cultivate ecosystem empathy: View each patient as part of a larger ecosystem, with a tapestry of connections beyond the clinical or systems setting.

### STEP 7

Past, present, and future intertwine in the patient's health journey. Recognize the timeless nature of their experience.

### STEP 8

A discrete procedure is only helpful if you also understand that patients are in a complex, adaptive process.

### STEP 9

What's not easily curable is always care-able. It's not about winning or losing, or good or bad. It's about showing up.

### STEP 10

There is only one metric that truly matters: Everything begins and ends with LOVE.