The overview of the Cleveland Momentum Model (CMM) will introduce the four synergistic elements of patient recovery:

- Perception of Self
- Perception of Recovery
- Interactions
- Vision
The Cleveland Momentum Model

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PATIENT SATISFACTION: Transforming Your Bottom Line
WHY
Do we need a new standard of care?

The “standard” of care in healthcare today is “task oriented”, rather than patient oriented. Without the patient, there is no need for any staff.
THE CLEVELAND MOMENTUM MODEL

The interactions of today’s medical practices, federal mandates, quality of care, caregiver input, and the patient collide daily. This collision generates a catastrophic effect that is deteriorating our healthcare industry. The Cleveland Momentum Model (CMM) offers you a fresh and unified approach to addressing these issues. To appreciate the “WHAT” of the CMM, let’s first explore the WHY.
A NUMBER OF “THEOLOGIES” HAVE PROVIDED IMPROVEMENT STRATEGIES
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- TQM, Lean Process & 6-Sigma Metrics, Continuous Improvement Processes, Culture Changes, BPI
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Before Now You’ve Had No Way to Detect, Measure, Track and Correct This “Waste”
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WE NEED A NEW STANDARD OF CARE
WHY
Do we struggle in the area of healthcare standards?

With progress in technology, we lose sight of the basics. 21st Century issues have a stranglehold.
WHY
Do we struggle as a result of federal healthcare mandates?

Under- or non-insured patients; eldercare; lack of physician freedoms; ever changing federal requirements.
WHY
Do we struggle in the area of quality medical care?

A media blitz is not bedside caring. Better patient care, as well as caregivers and guests, will result in better patient outcomes.
WHY
Do we struggle in the area of patient/caregiver satisfaction?

Caregivers are generally treated as “intruders” rather than made part of the “healing team”. Caregivers who are ignored become disgruntled with a need to tell anyone who will listen to their hospital stories.
WHY
Do we struggle in the area of patient/caregiver satisfaction?

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IMPACT OF ALL THE PLAYERS

FOUR PLAYERS* CONTRIBUTE TO HOSPITAL SUCCESS

- Patient
- Caregivers
- Hospital Organization (Human Dimension)
- Community

* Each Player is Composed of Multiple Groups
For Instance: Hospital = Medical and Ancillary People
IMPACT OF ALL THE PLAYERS

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SHORT TERM SUCCESS

Patient – Hospital Impacts Immediate $$$ (Reimbursement)

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- Hospital Organization (Human Dimension)
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- Community

SHORT TERM SUCCESS

Patient – Hospital Impacts Immediate $$$ (Reimbursement)

LONG TERM SUCCESS

Patient – Hospital – Caregiver – Community
Impacts Your Long Term $$$

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Definition of CMM

Momentum is a synergy created by four components: one’s perception of self, perception of recovery, personal interactions, and personal vision.
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EVENT
ANTECEDENT CONDITIONS

PATIENT

Pre-injury Characteristics
Injury
Acute Medical Care
Support Network
EVENT
ANTECEDENT CONDITIONS

- Pre-injury Characteristics
- Injury
- Acute Medical Care
- Support Network
Reconstructing Self

Pre-injury Characteristics

Injury

Acute Medical Care

Support Network

EVENT
ANTECEDENT CONDITIONS
CORE PHENOMENON
EVENT
ANTECEDENT
CONDITIONS
CORE PHENOMENON
CENTRAL
ROTARY DISC

PATIENT

Pre-injury Characteristics
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Reconstructing Self

MOMENTUM
EVENT
ANTECEDENT CONDITIONS
CORE PHENOMENON
CENTRAL ROTARY DISC
INTERACTIONAL STRATEGIES

PATIENT
Pre-injury Characteristics
Injury
Acute Medical Care
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Reconstructing Self

MOMENTUM
Perception of Self
Vision
Interactions
Perception of Recovery
MOMENTUM = \sum PS, PR, V, I
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CLOSE-UP OF MOMENTUM MODEL CENTRAL ROTARY DISC, SHOWING LEVEL 2
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LEVEL 1

LEVEL 2

PERCEPTION OF SELF

INTERACTIONS

PERCEPTION OF RECOVERY

VISION
LEVEL 1

Perception of Self

Interactions

Vision

Perception of Recovery

LEVEL 2

Perception of Self

Acceptance

Ability

Pre-Injury Character

Value

Fear
Patient’s Negative Torque not overcome by other Positive in Life, thus Level 1 becomes Negative Force.
Perception of Recovery

LEVEL 1

LEVEL 2
Interactions

LEVEL 1
- Perception of Self
- Vision
- Perception of Recovery

LEVEL 2
- Interactions
- Touch
- Community
- Relationships
- Technology

INTERACTIONS
Vision

LEVEL 1

LEVEL 2
Perception of Self

- **Acceptance**
  - Seeks Acceptance
  - Ignores Acceptance Issues

- **Ability**
  - Patient’s Perception
  - Other’s Perception

Levels:
- **Level 1**
  - Perception of Self
  - Interactions

- **Level 2**
  - Perception of Recovery
  - Acceptance
  - Pre-injury Characteristics
  - Value
  - Fear

- **Level 3**
  - Vision
  - PERCEPTION OF SELF
  - Ability
Perception of Self

LEVEL 1
- Who was I?
- Who am I now?
- Who will I be?

LEVEL 2
- Interactions
- Perception of Self
- Perception of Recovery

LEVEL 3
- Value
  - Patient’s Perception
  - Other’s Perception
- Fear
  - Growth
  - Future
- Pre-Injury Characteristics
  - Who was I?
  - Who am I now?
  - Who will I be?
Perception of Self

LEVEL 1
- Who was I?
- Who am I now?
- Who will I be?

LEVEL 2
- Interactions
- Perception of Self
- Perception of Recovery
- Ability
- Pre-injury Characteristics
- Value
- Fear

LEVEL 3
- VAP
- PRE-INJURY CHARACTERISTICS
- Who was I?
- Who am I now?
- Who will I be?

VALUE
- Patient’s Perception
- Other’s Perception

FEAR
- Growth
- Future
Perception of Recovery

**LEVEL 1**
- Skills
- New Skills
- Self-Recognition

**LEVEL 2**
- Regressing
- As Recognized by Others

**LEVEL 3**
- Motivators
- Personal
- DE motivators

**ACHIEVEMENT**
- Skills
- New Skills
- Self-Recognition

**GAUNTLETS**
- Motivators
- Personal
- DE motivators

**STAGES OF RECOVERY**
- Acute Hospitalization
- Discharge
- Compensatory Strategies
Perception of Recovery

LEVEL 1
- Skills
- New Skills
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ACHIEVEMENT
- Personal

GAUNTLETS
- Acute Hospitalization
- Discharge

STAGES OF RECOVERY
- Compensatory Strategies
Interactions

LEVEL 1

- Interactions
- Perception of Self
- Vision
- Perception of Recovery

LEVEL 2

- Touch
- Community
- Relationships
- Technology

LEVEL 3

TOUCH
- Inappropriate
- Needed
- Isolated

COMMUNITY
- Isolated
- Working
- Protected

All areas of this cog are filtered through Elements of trust, respect and negotiated meanings by the patient.
Interactions

LEVEL 1
Interactions
Perception of Self
Vision

LEVEL 2
Touch
Community
Relationships
Technology

LEVEL 3
INTERACTIONS

TOUCH
- Inappropriate
- Needed
- Isolated

COMMUNITY
- Isolated
- Working
- Protected

All areas of this cog are filtered through Elements of trust, respect and negotiated meanings by the patient.
Interactions

LEVEL 1
- Friends
- Family
- Staff
- Community

LEVEL 2
- Perception of Self
- Interactions
- Perception of Recovery
- Community
- Technology

LEVEL 3
- TECHNOLOGY
  - Patient is user
  - Patient is not user

All areas of this cog are filtered through Elements of trust, respect and negotiated meanings by the patient.
Vision

LEVEL 1
- Trust/Faith
- Question Belief
- Anger
- No Recognition
- Seeking
- Laughter
- Belief in a Better Tomorrow

LEVEL 2
- Perception of Self
- Interactions
- Perception of Recovery
- God
- Hope/Humor

LEVEL 3
- Connected to Personal Goals
- No Personal Goals
- God
- Hope/Humor
- Goals
Illustration of building negative moments that were halted.

NOTE: The strongest rebuilding cogs were those of Vision and Interaction. Look for those areas to help you rebuild your patient.
Illustration of building negative moments that were halted.

NOTE: The patient/caregiver’s satisfaction is affected by not only the visible hospital staff, but by the entire organizational environment, directly affecting the bottom line of your entire network.
Illustration of building negative moments that were halted.

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