

CME Study Overview

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



Dr. Lynda G. Cleveland

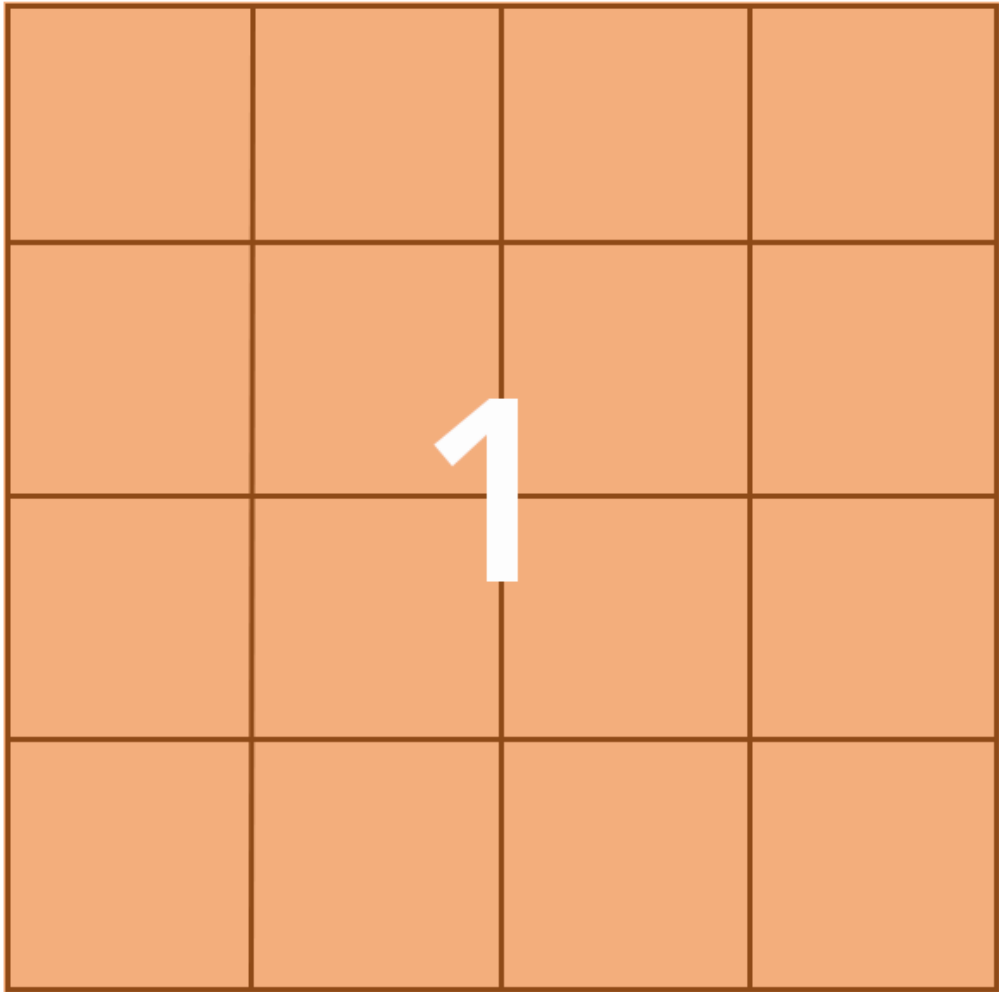
momentummodel@gmail.com

214-395-0292



PATIENT SATISFACTION: Transforming Your Bottom Line

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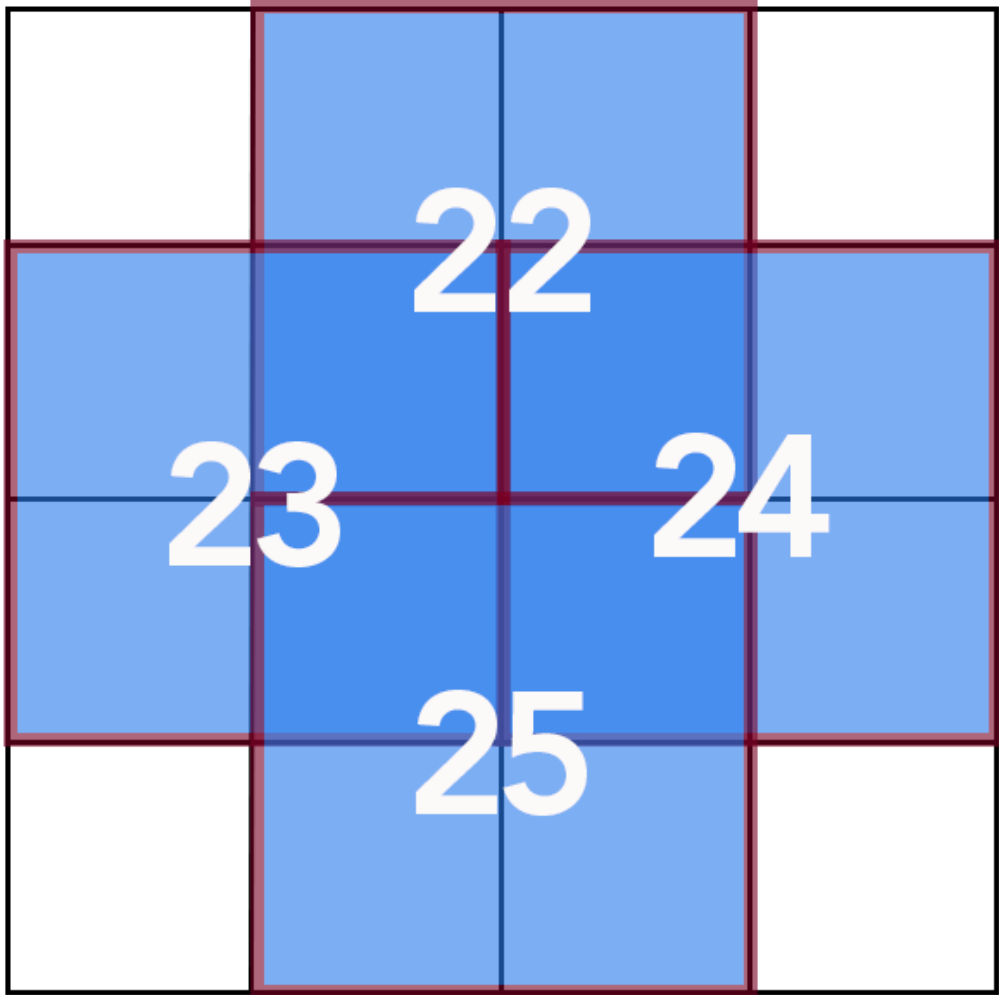
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A 4x4 grid with a 2x2 sub-grid highlighted in blue. The sub-grid is defined by a dark red border. The top-right cell of the sub-grid contains the number 22, and the bottom-left cell contains the number 23.

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	23		

22

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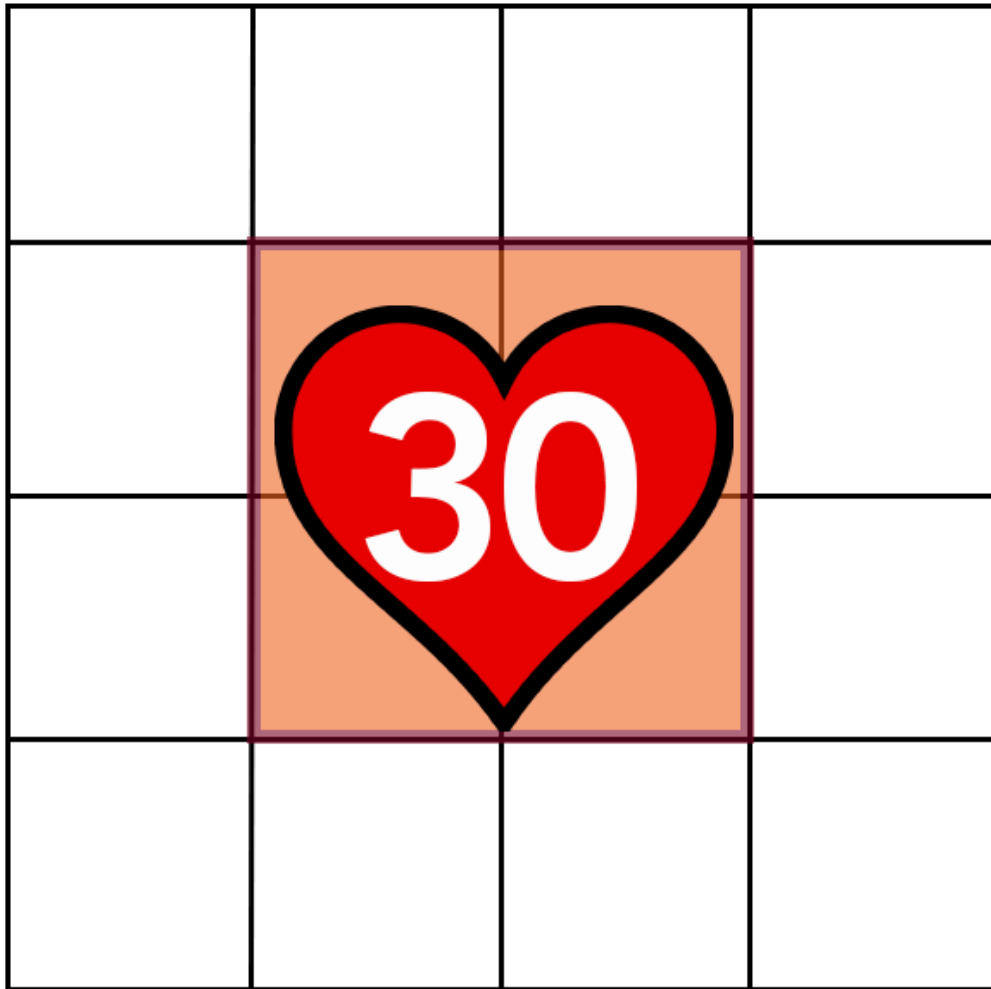
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WHY

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.

PROCESS IMPROVEMENT & METRICS

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A NUMBER OF “THEOLOGIES” HAVE PROVIDED IMPROVEMENT STRATEGIES

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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 into part of the “healing team”. Caregivers who are ignored become disgruntled with a need to tell anyone who will listen to their hospital stories.

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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

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SHORT TERM SUCCESS

Patient – Hospital Impacts Immediate \$\$\$ (Reimbursement)

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SHORT TERM SUCCESS

Patient – Hospital Impacts Immediate \$\$\$ (Reimbursement)

LONG TERM SUCCESS

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

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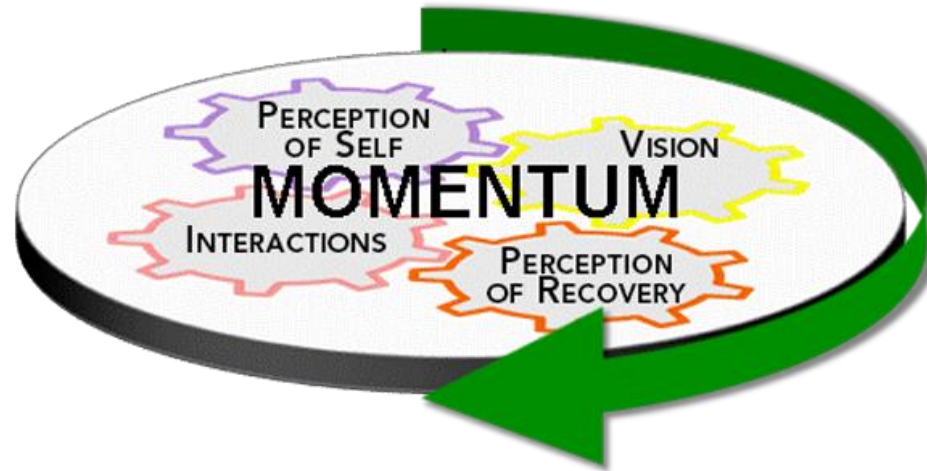
Definition of CMM

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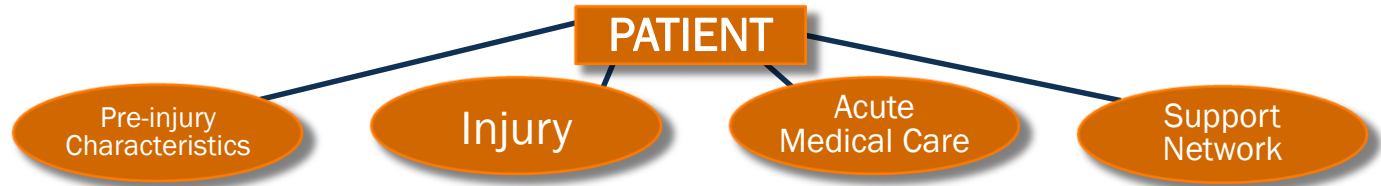


EVENT

PATIENT

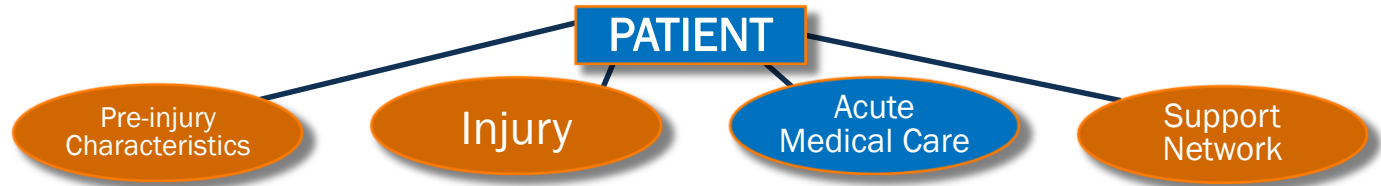
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ANTECEDENT
CONDITIONS



EVENT

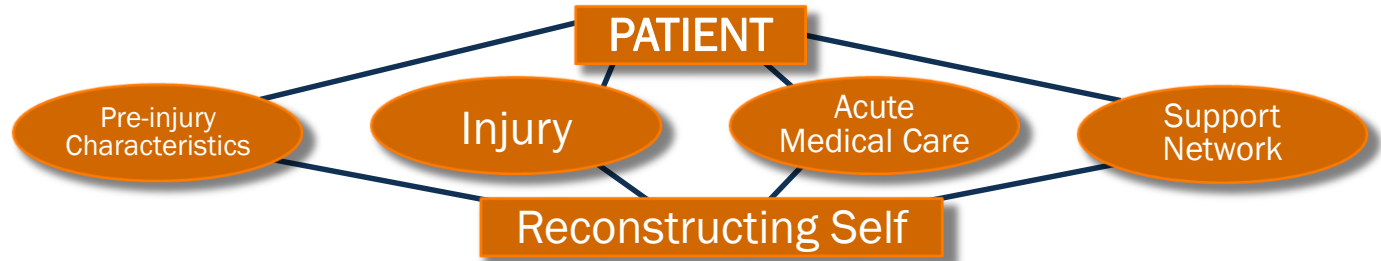
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CORE PHENOMENON

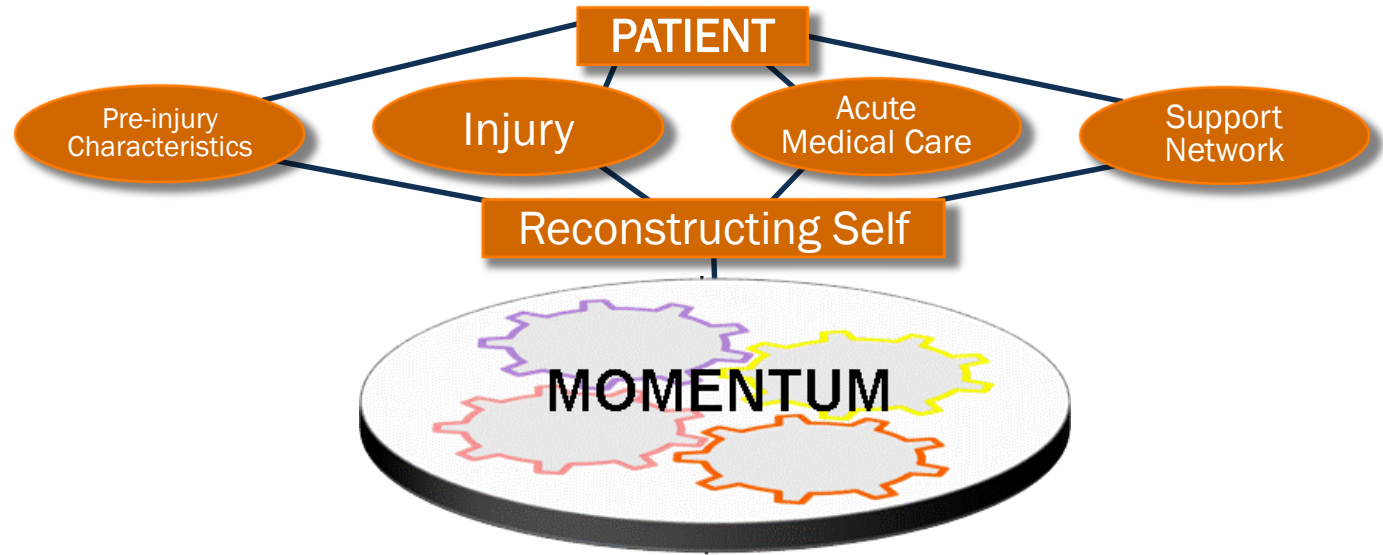


EVENT

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CORE PHENOMENON

CENTRAL
ROTARY DISC



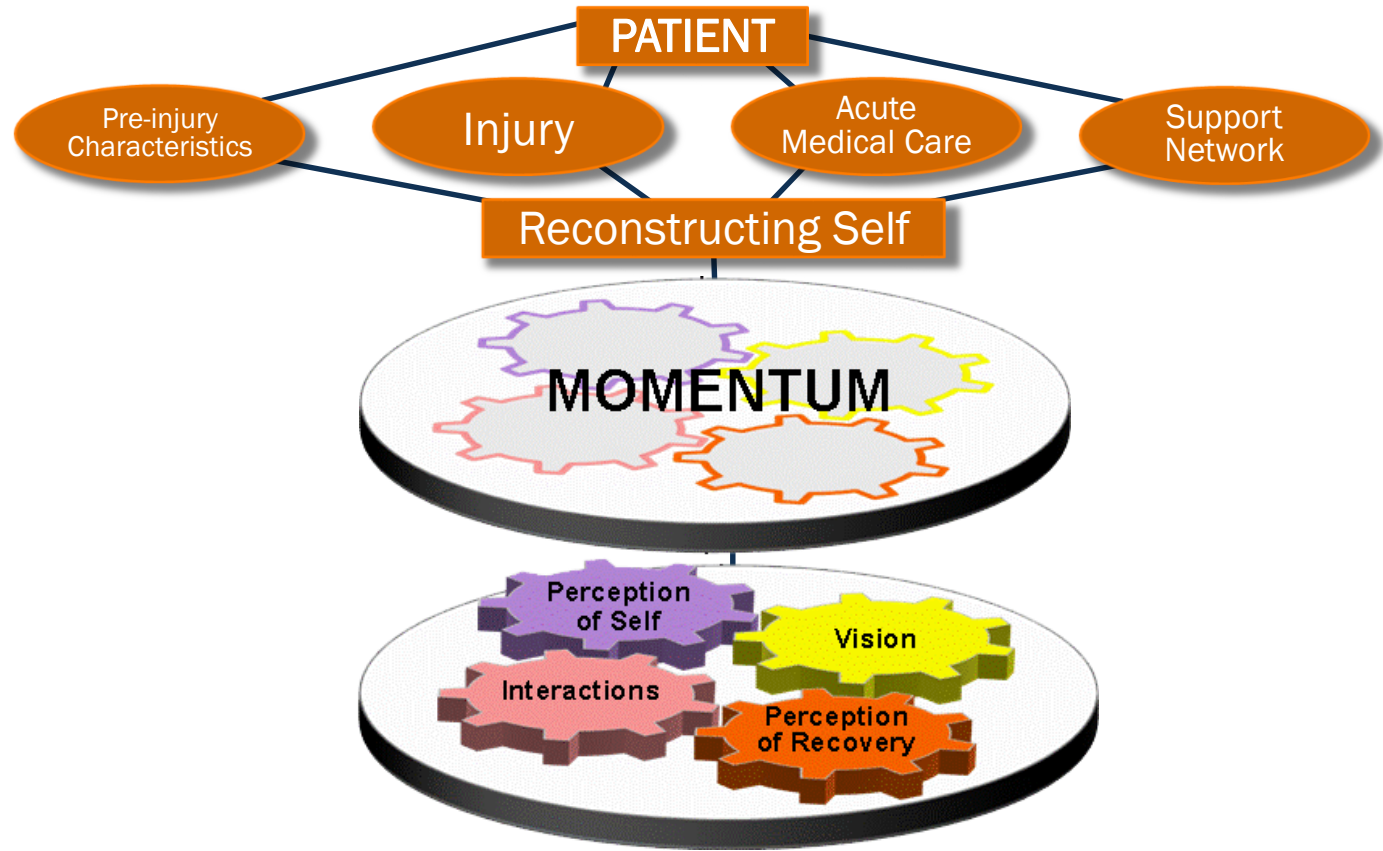
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INTERACTIONAL
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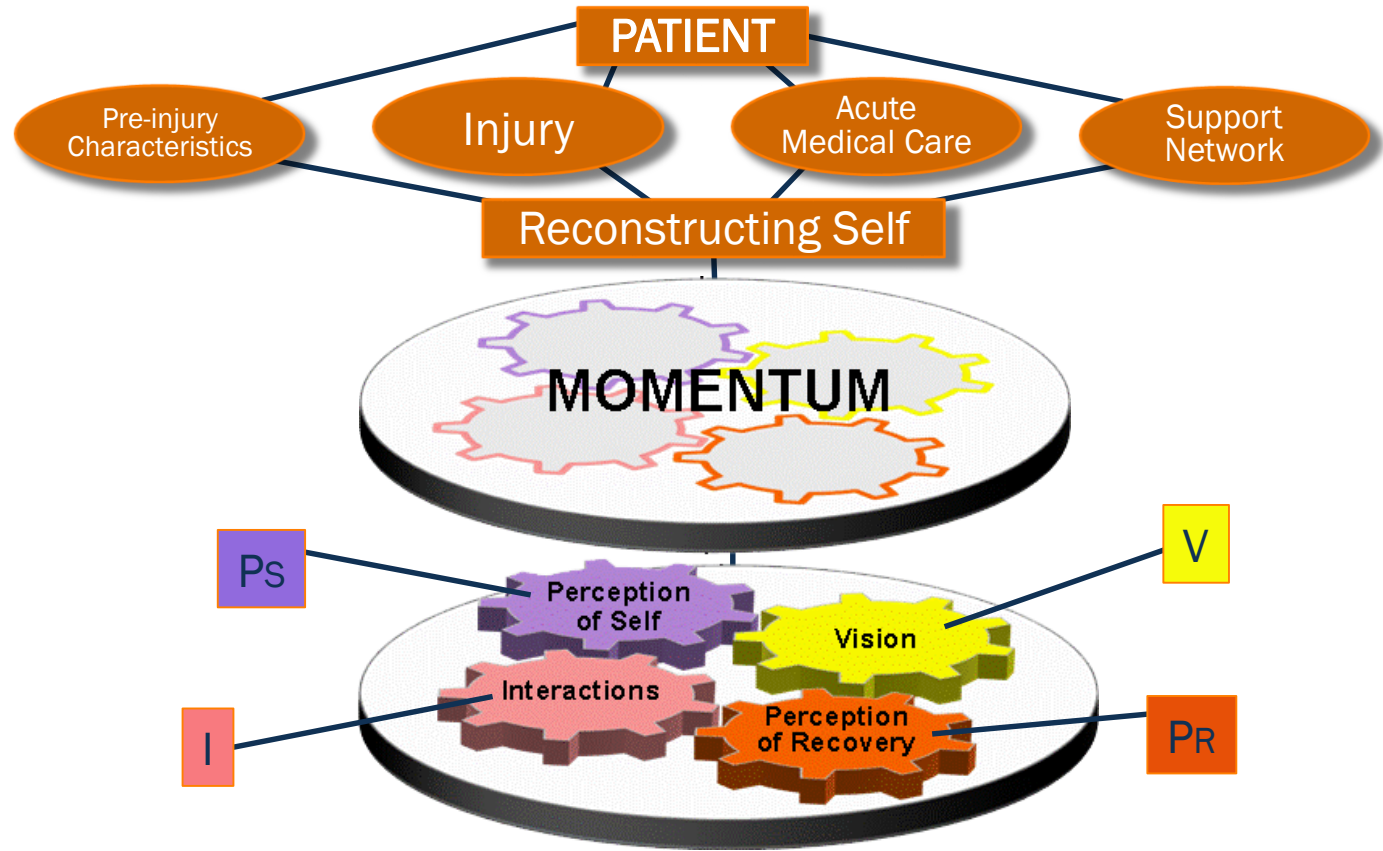
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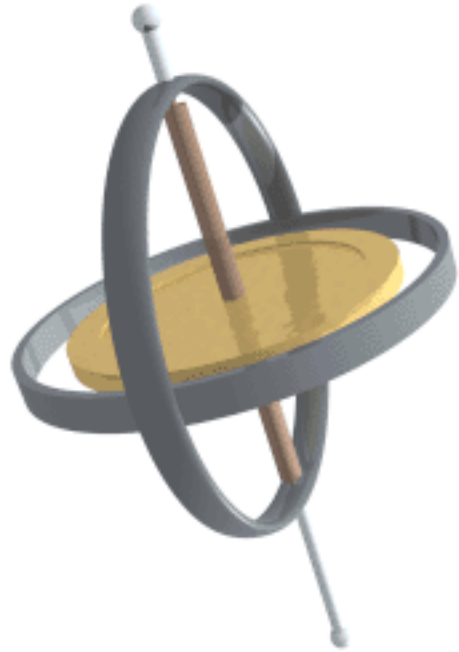
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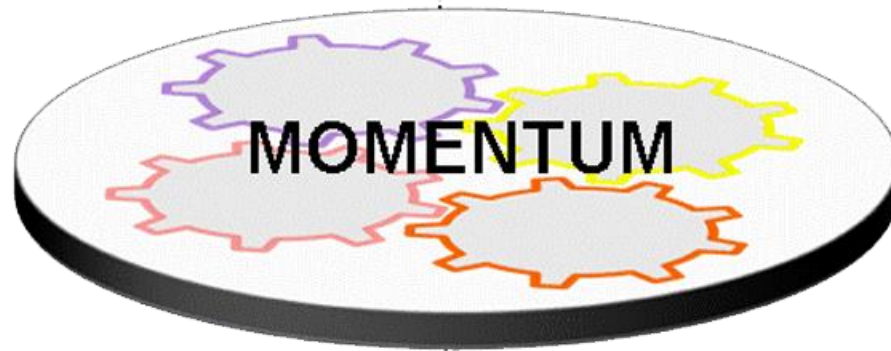


$$\text{MOMENTUM} = \Sigma \text{Ps, PR, V, I}$$



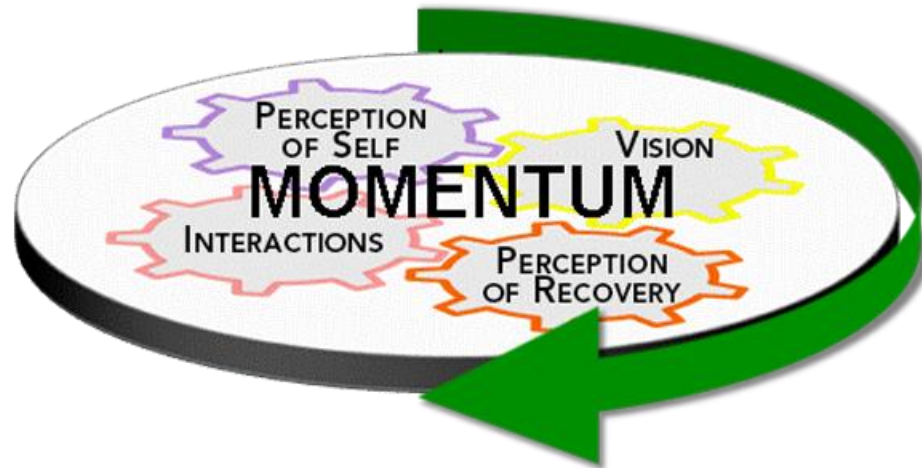
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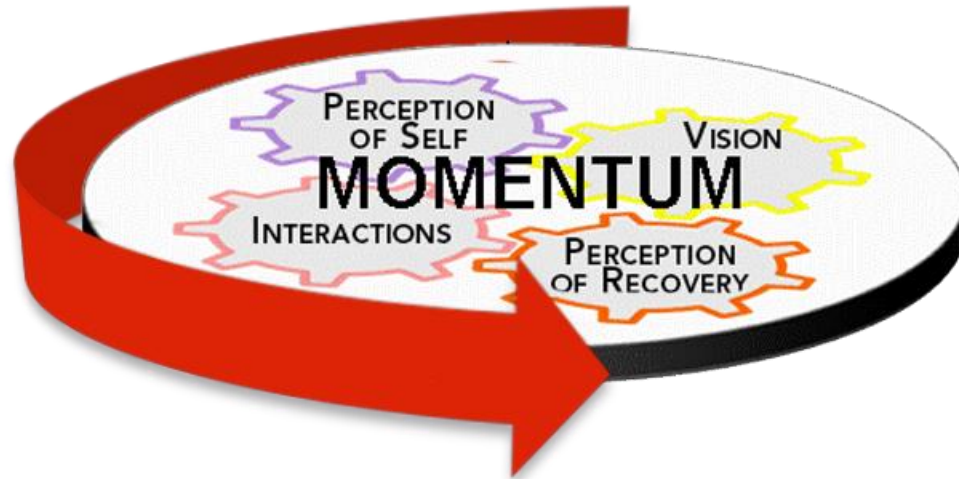
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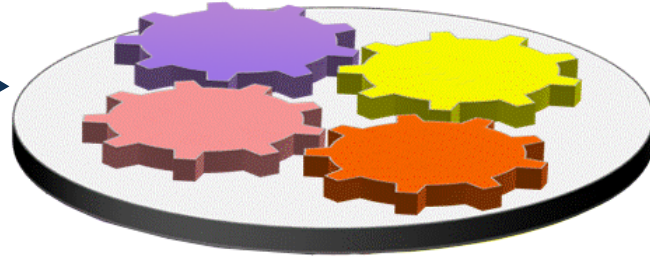


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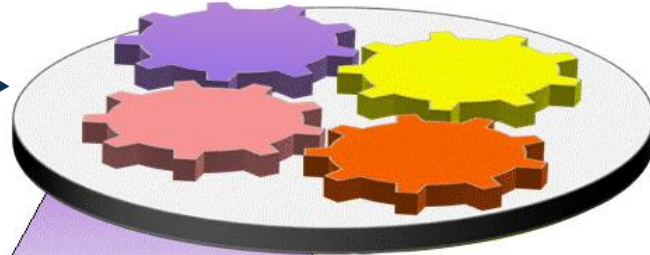


LEVEL 1



**CLOSE-UP OF
MOMENTUM MODEL
CENTRAL ROTARY DISC,
SHOWING LEVEL 2**

LEVEL 1



LEVEL 2

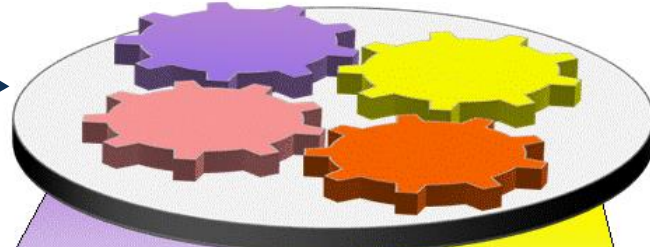


PERCEPTION OF SELF

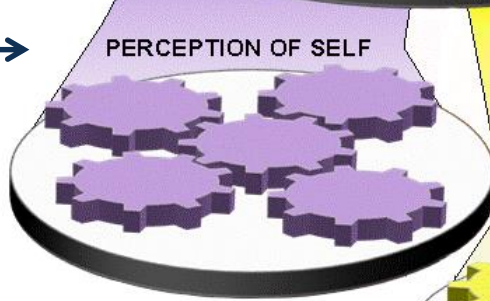


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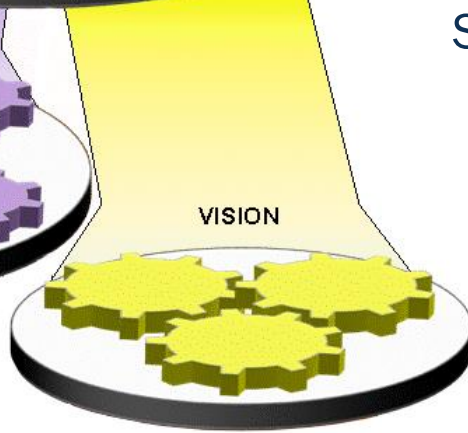
LEVEL 1



LEVEL 2

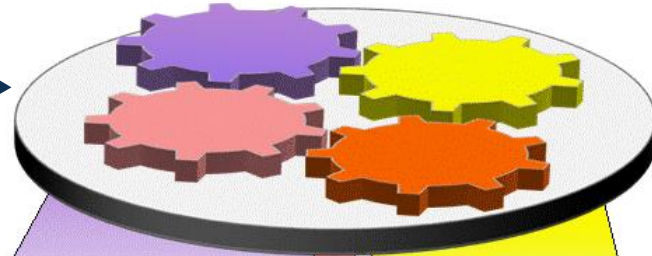


VISION



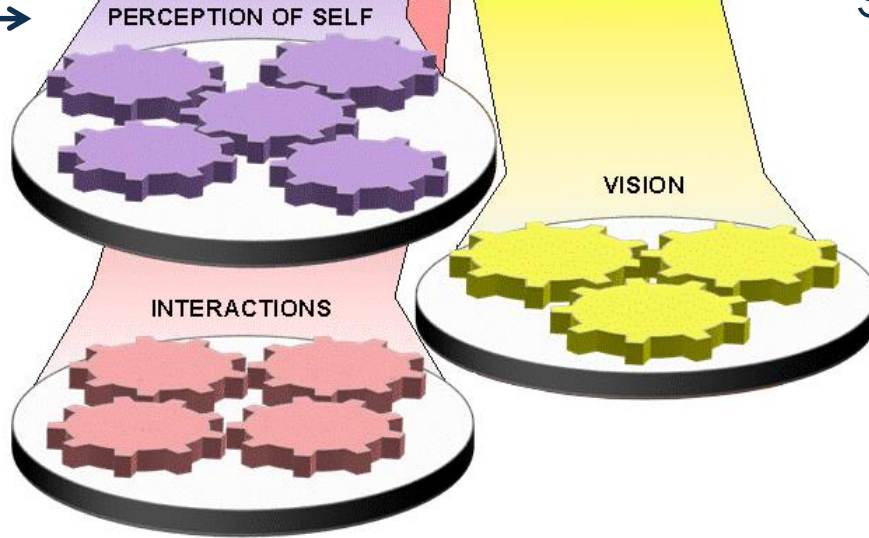
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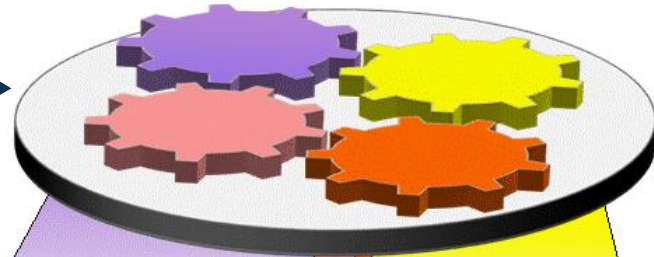


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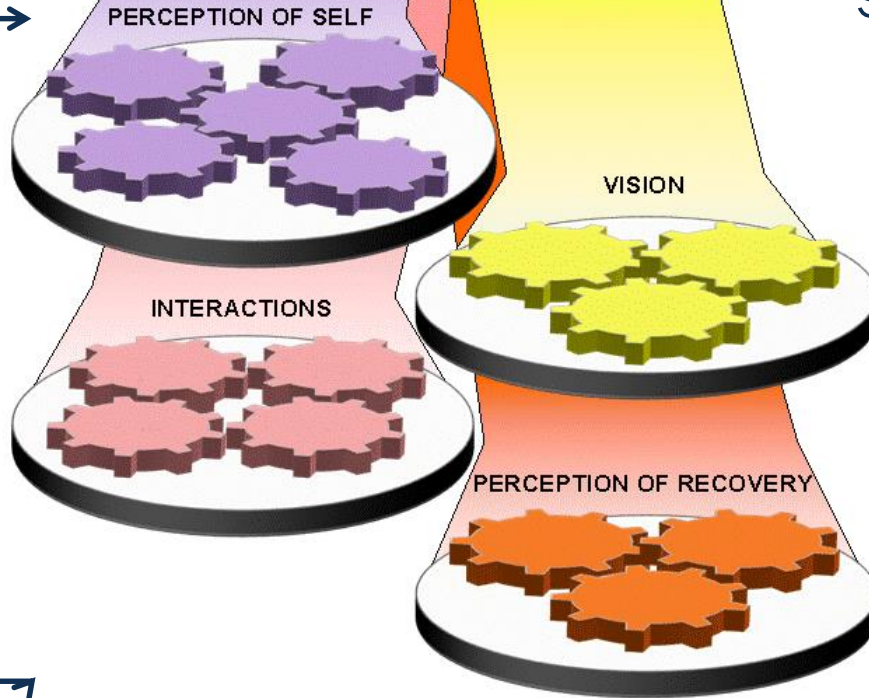


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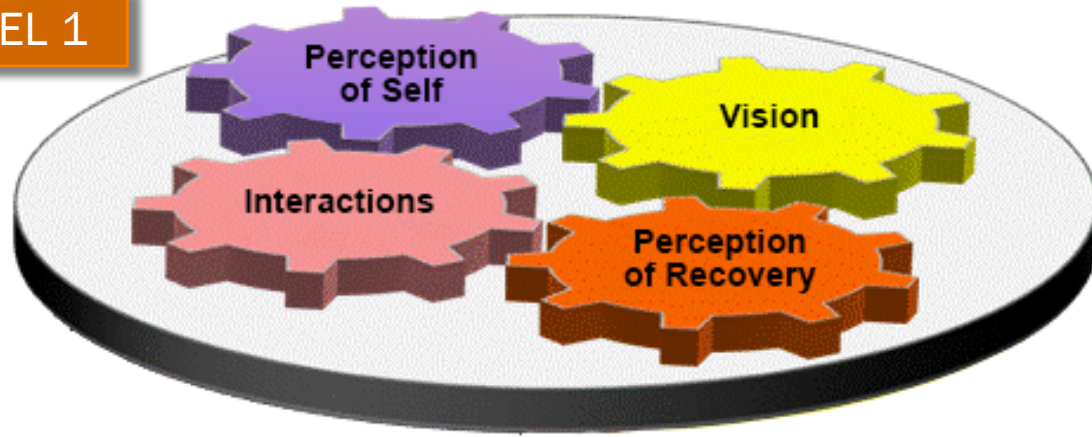


CLOSE-UP OF MOMENTUM MODEL CENTRAL ROTARY DISC, SHOWING LEVEL 2

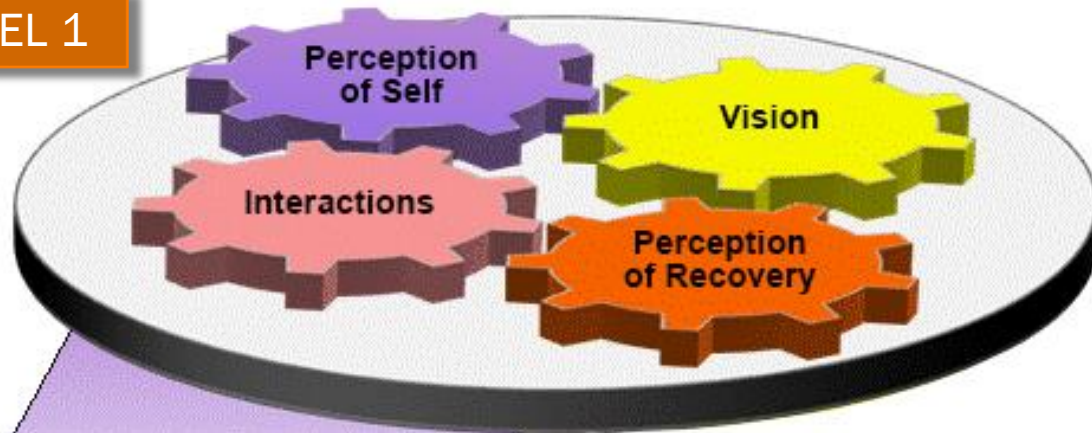
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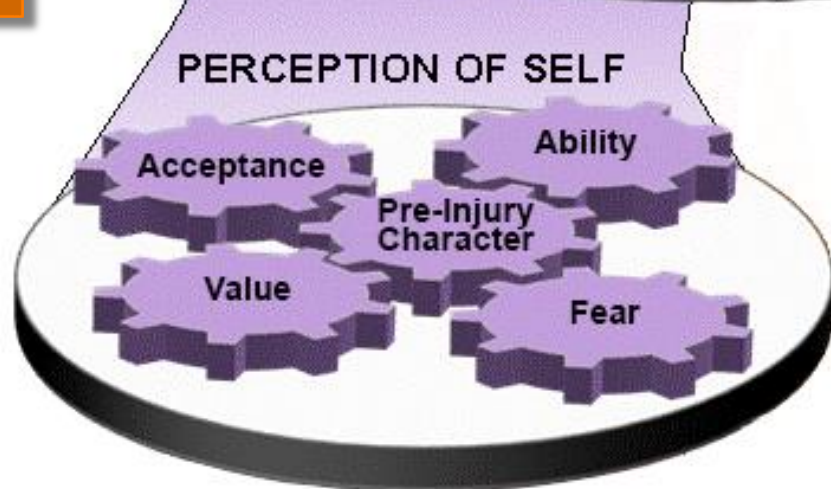
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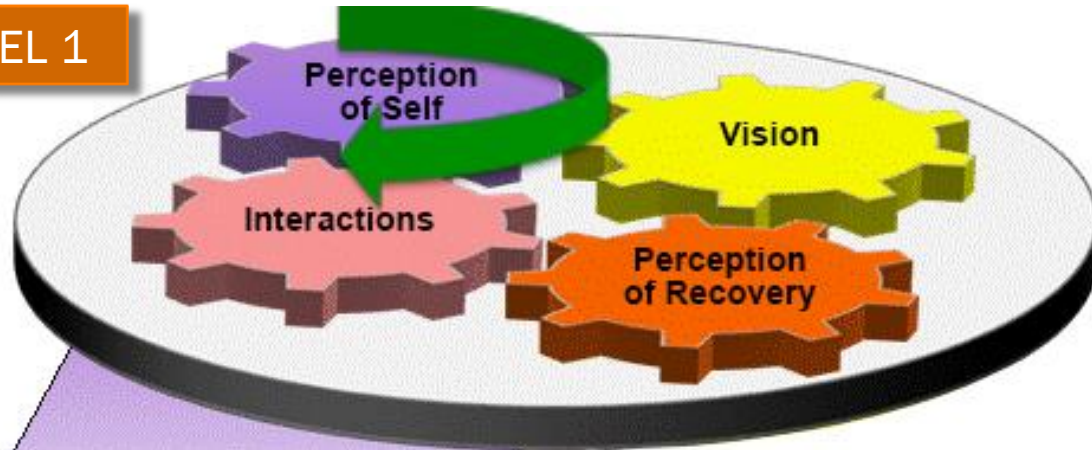
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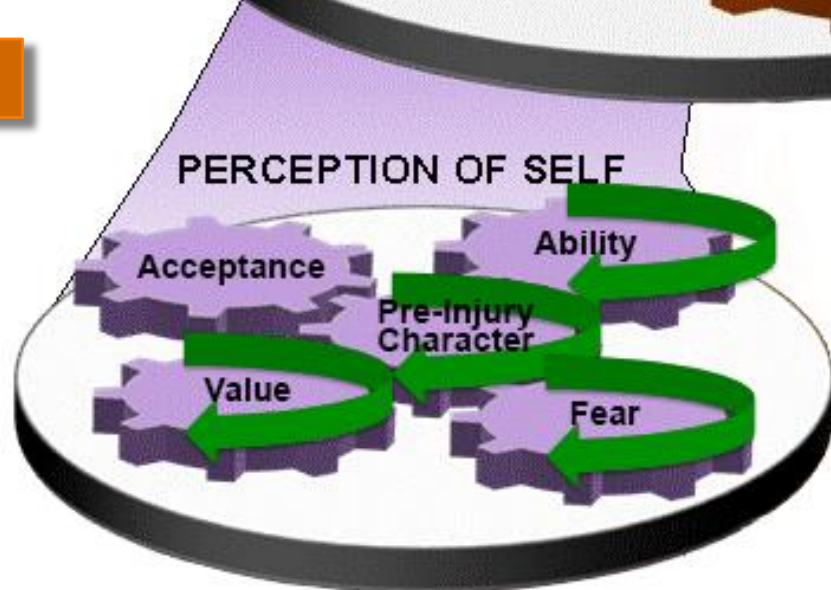
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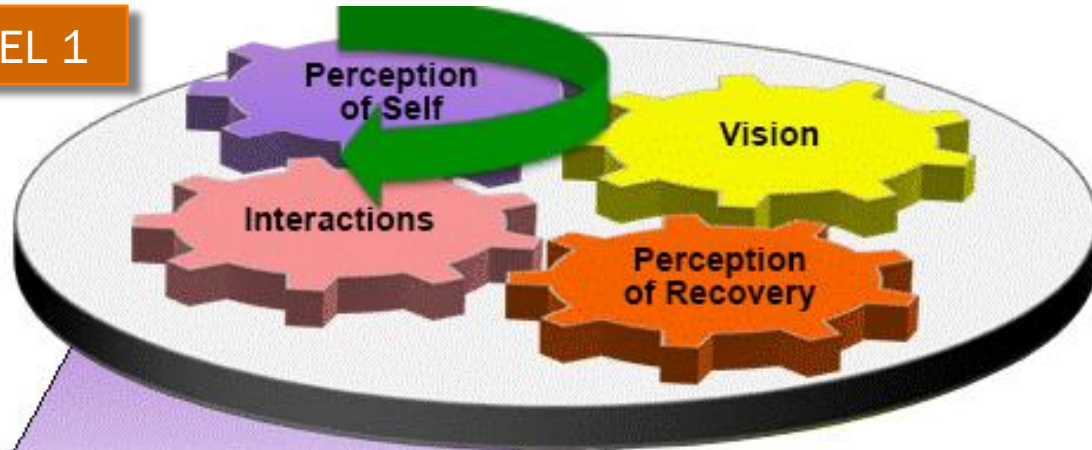
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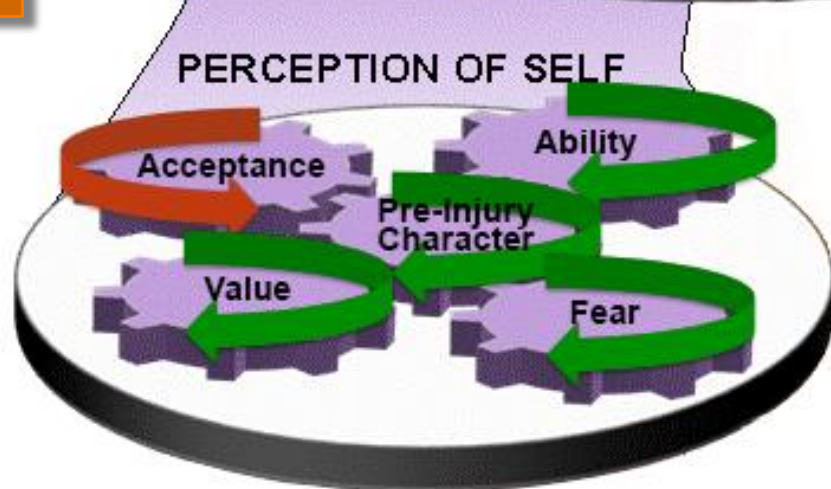
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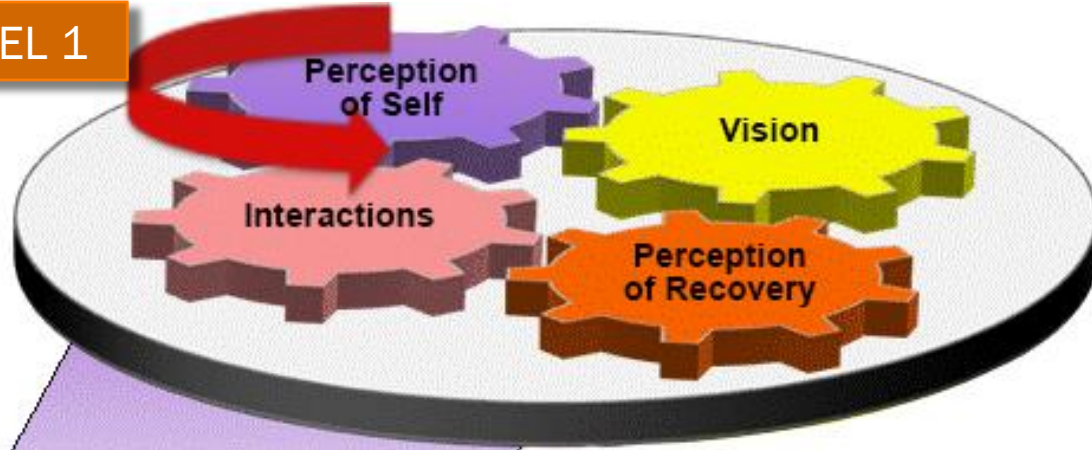
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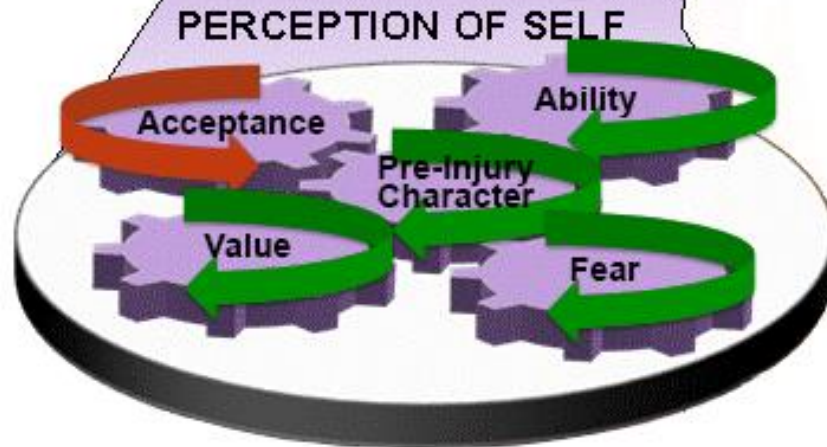
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LEVEL 1

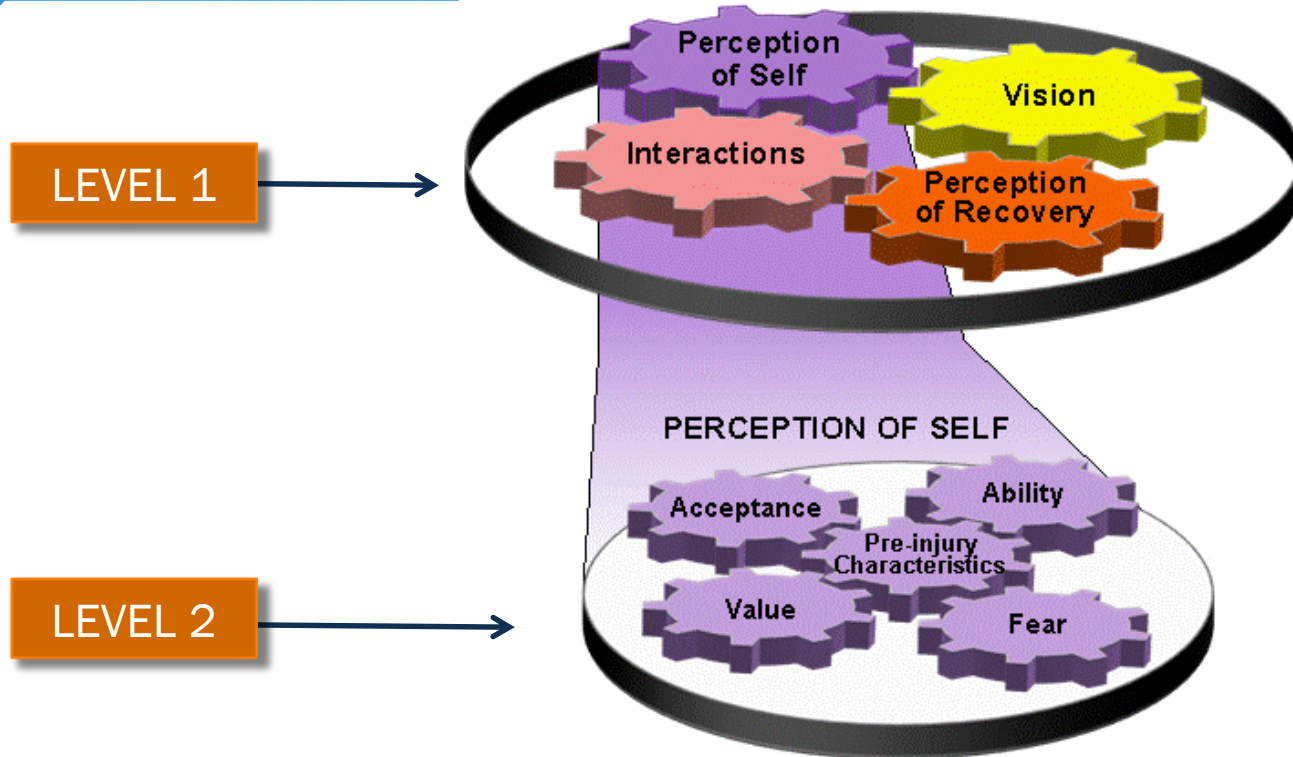


LEVEL 2

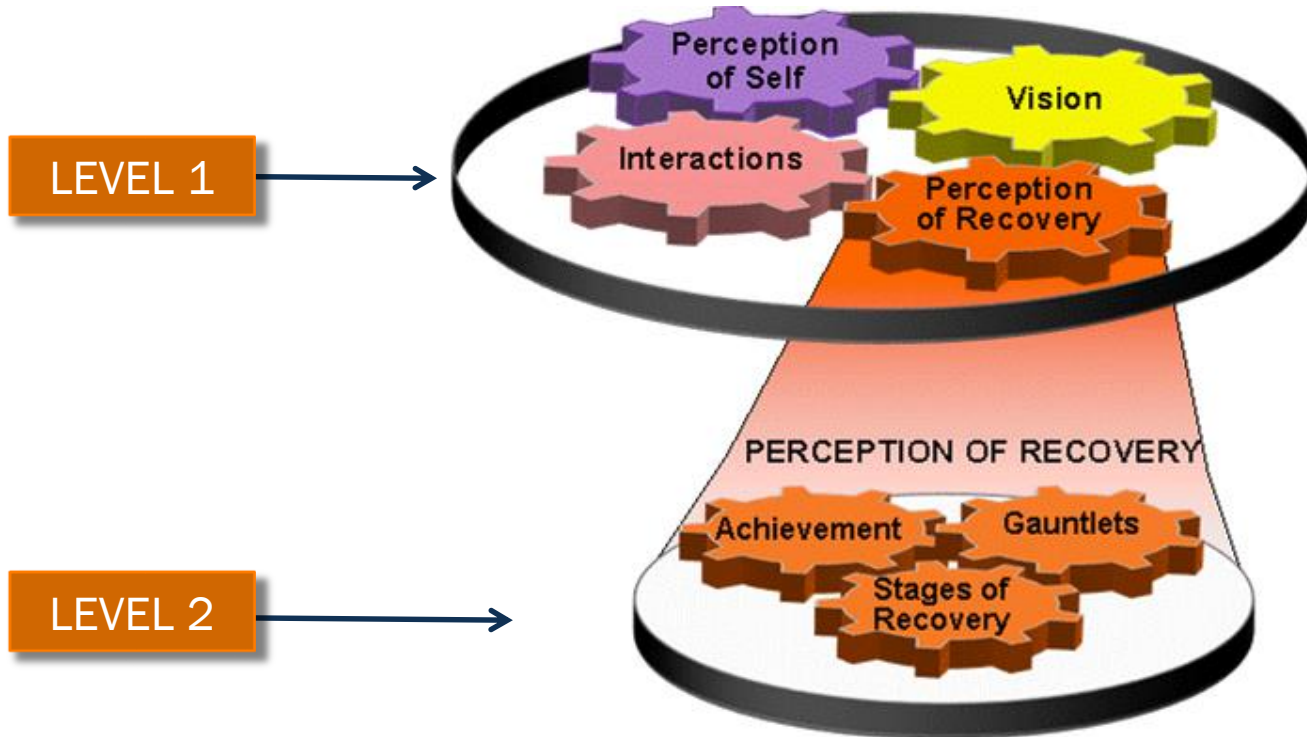


Patient's Negative Torque not overcome by other Positive in Life, thus Level 1 becomes Negative Force.

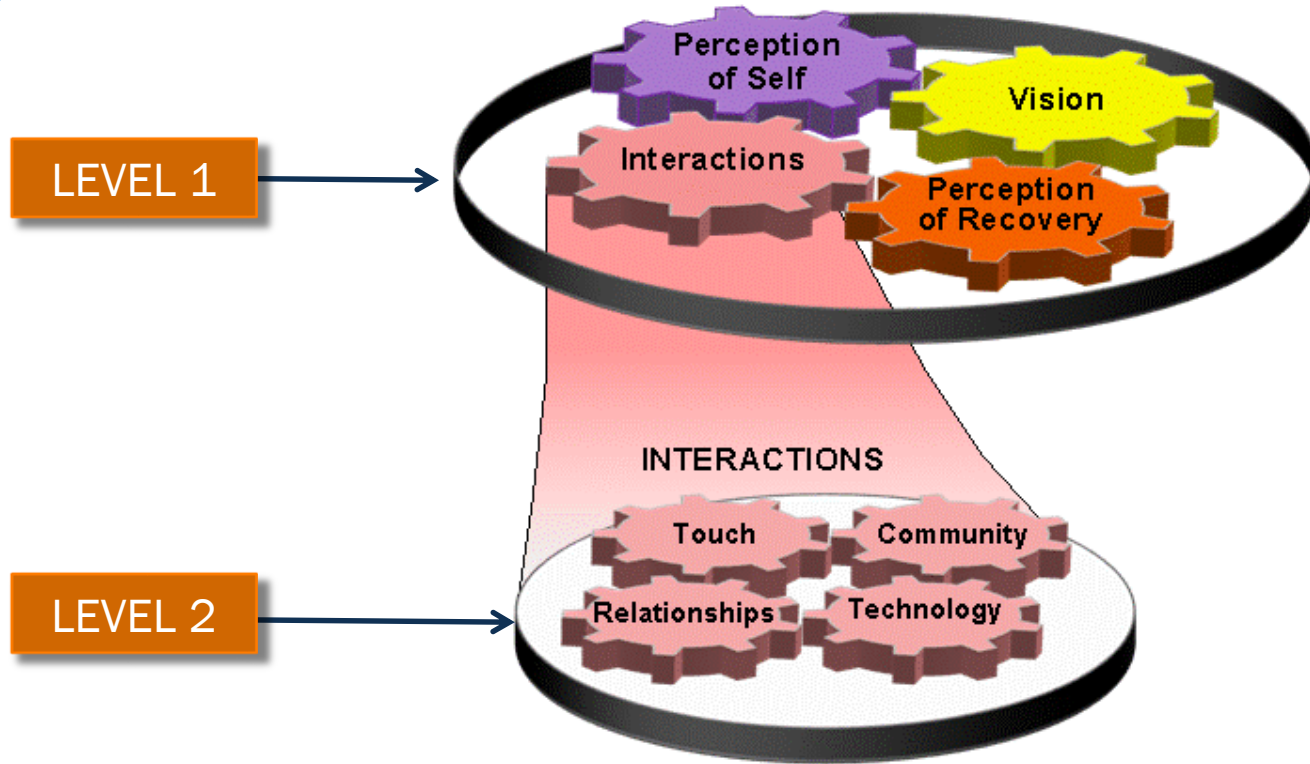
Perception of Self



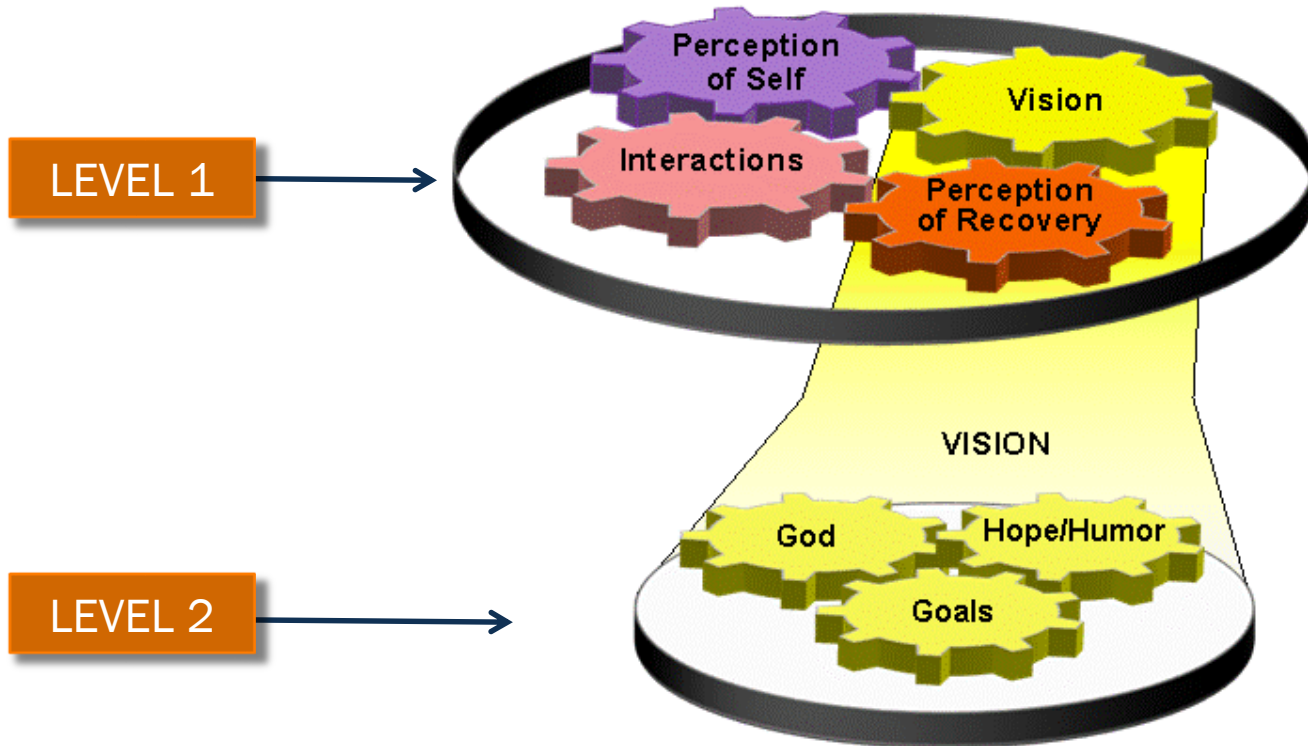
Perception of Recovery



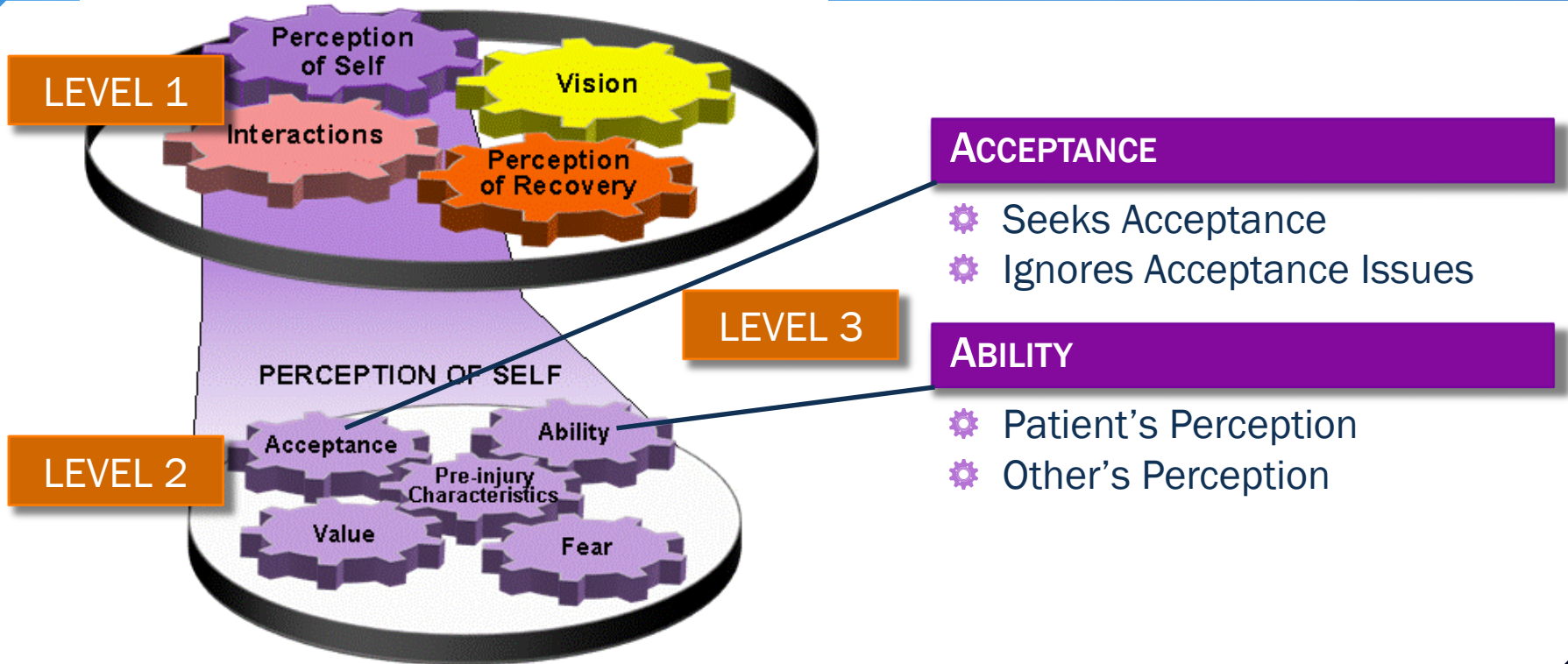
Interactions



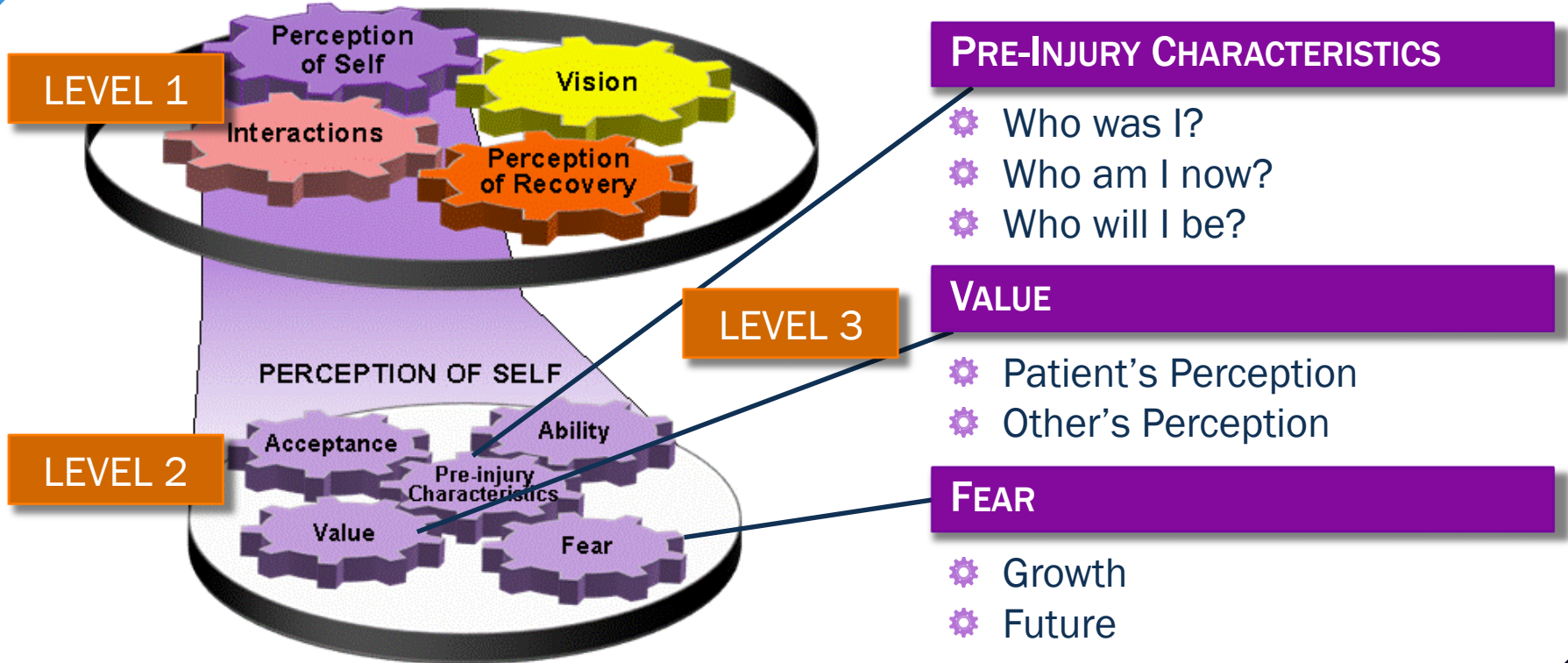
Vision



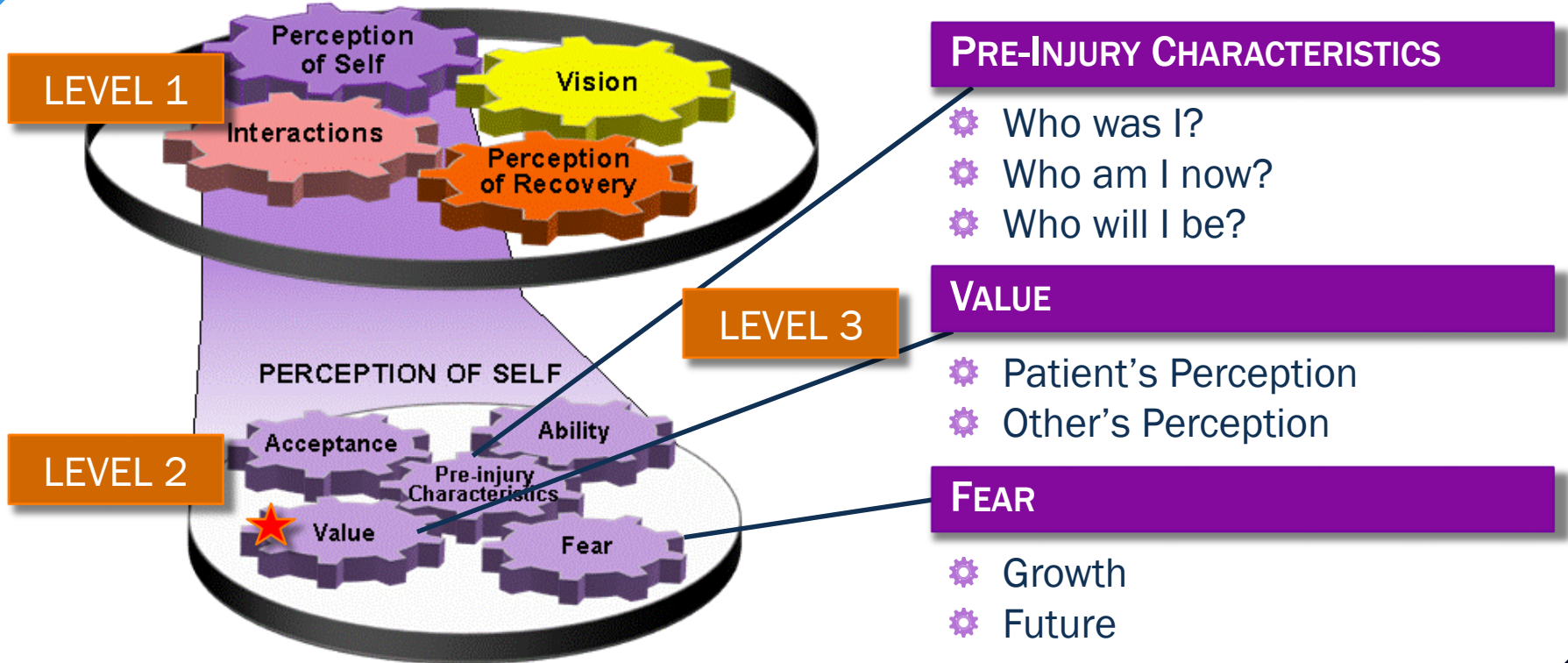
Perception of Self



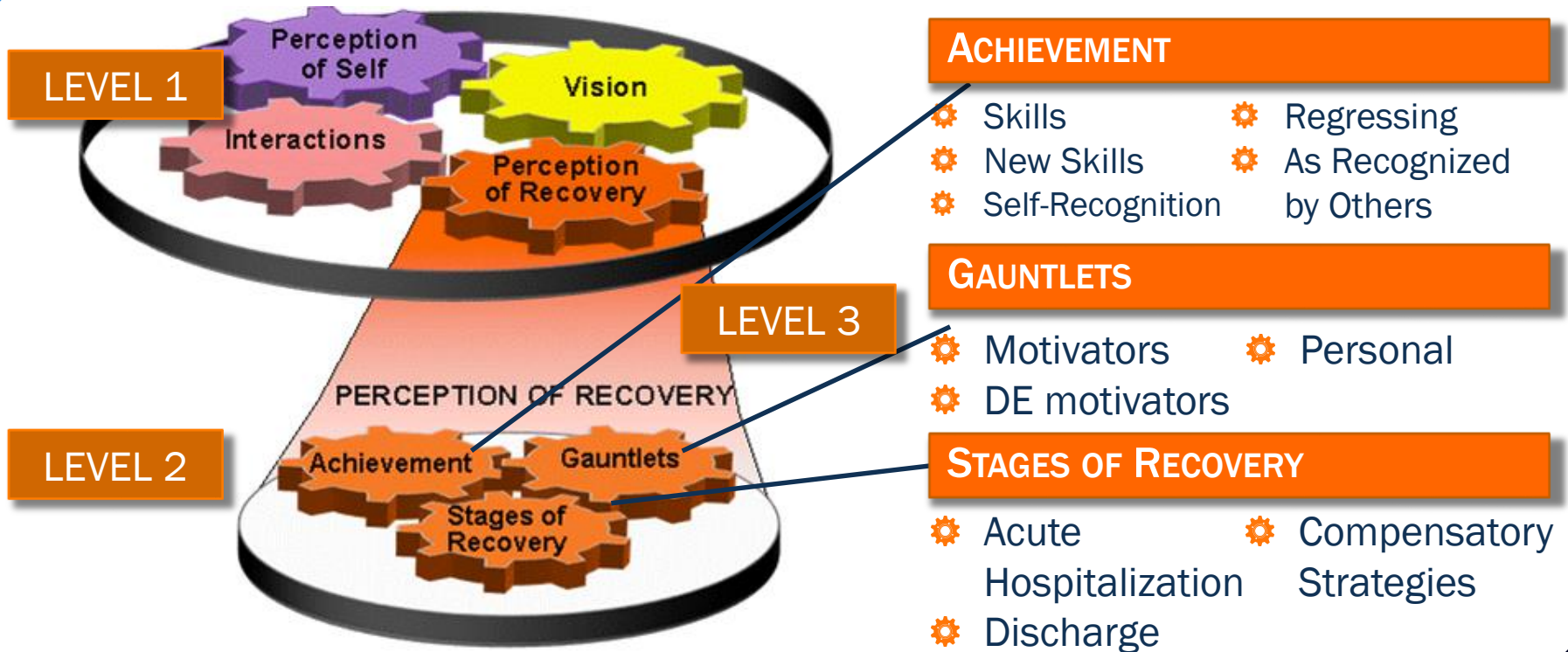
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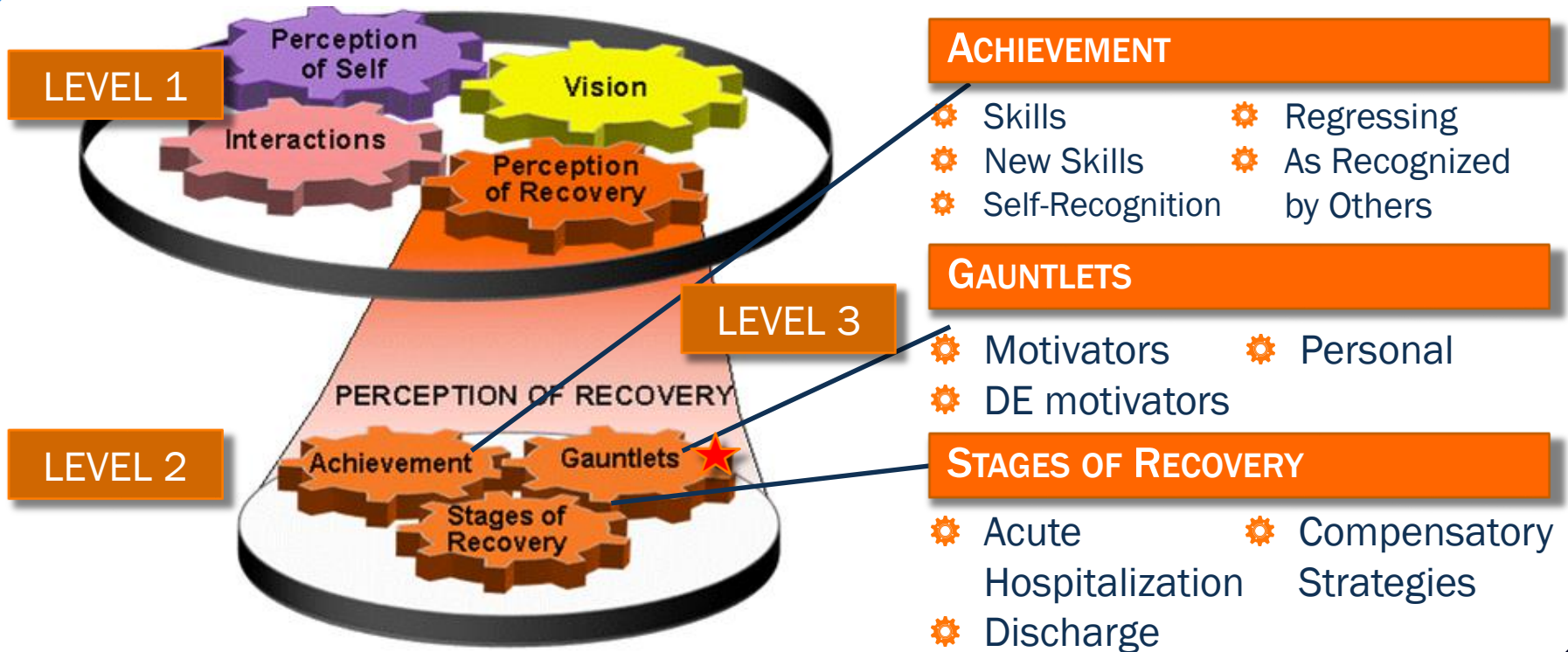
Perception of Self



Perception of Recovery

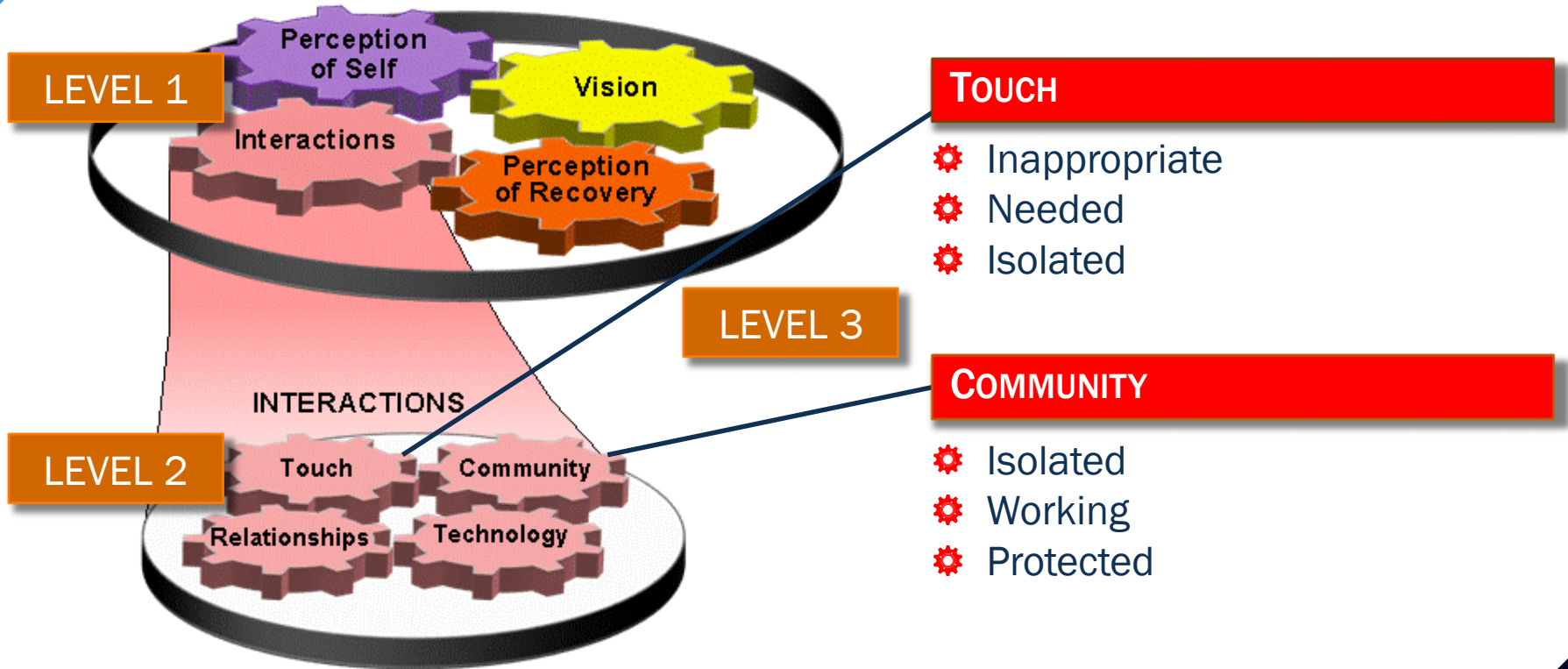


Perception of Recovery



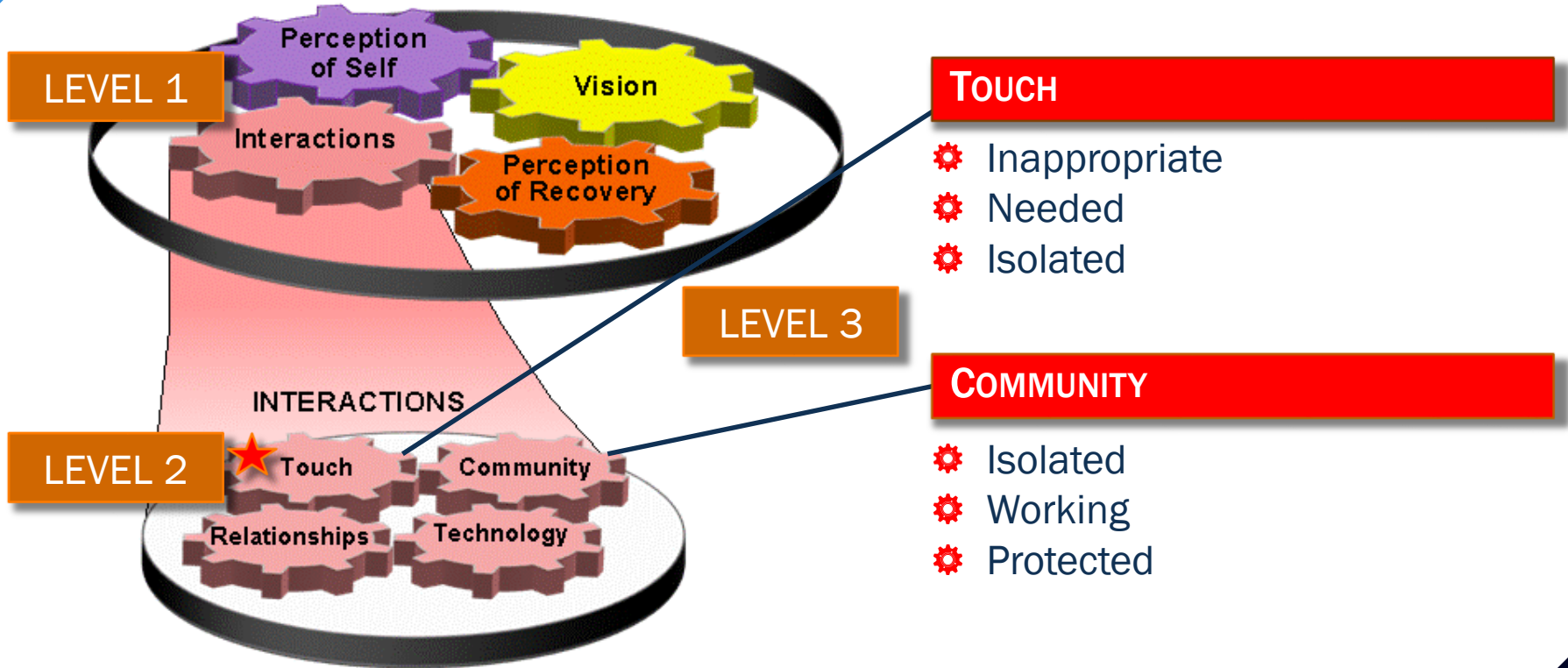
Interactions

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



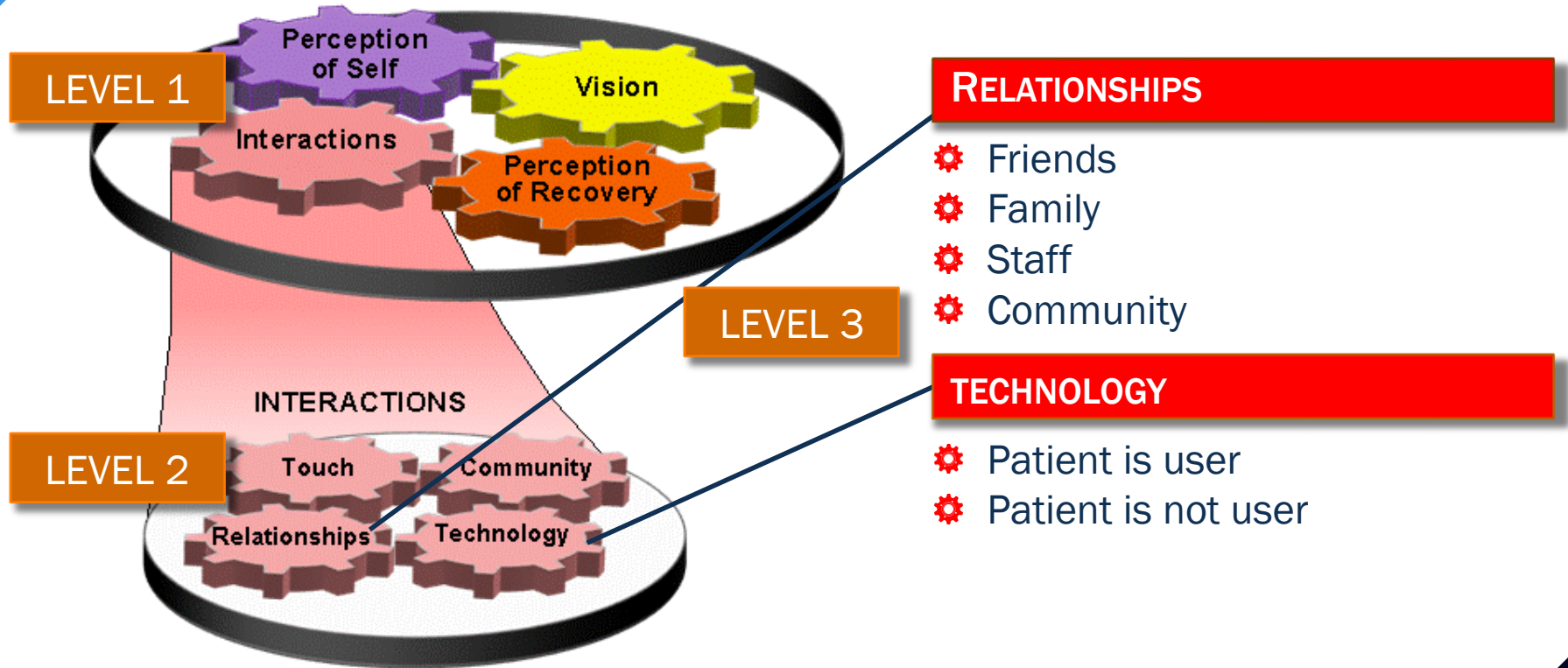
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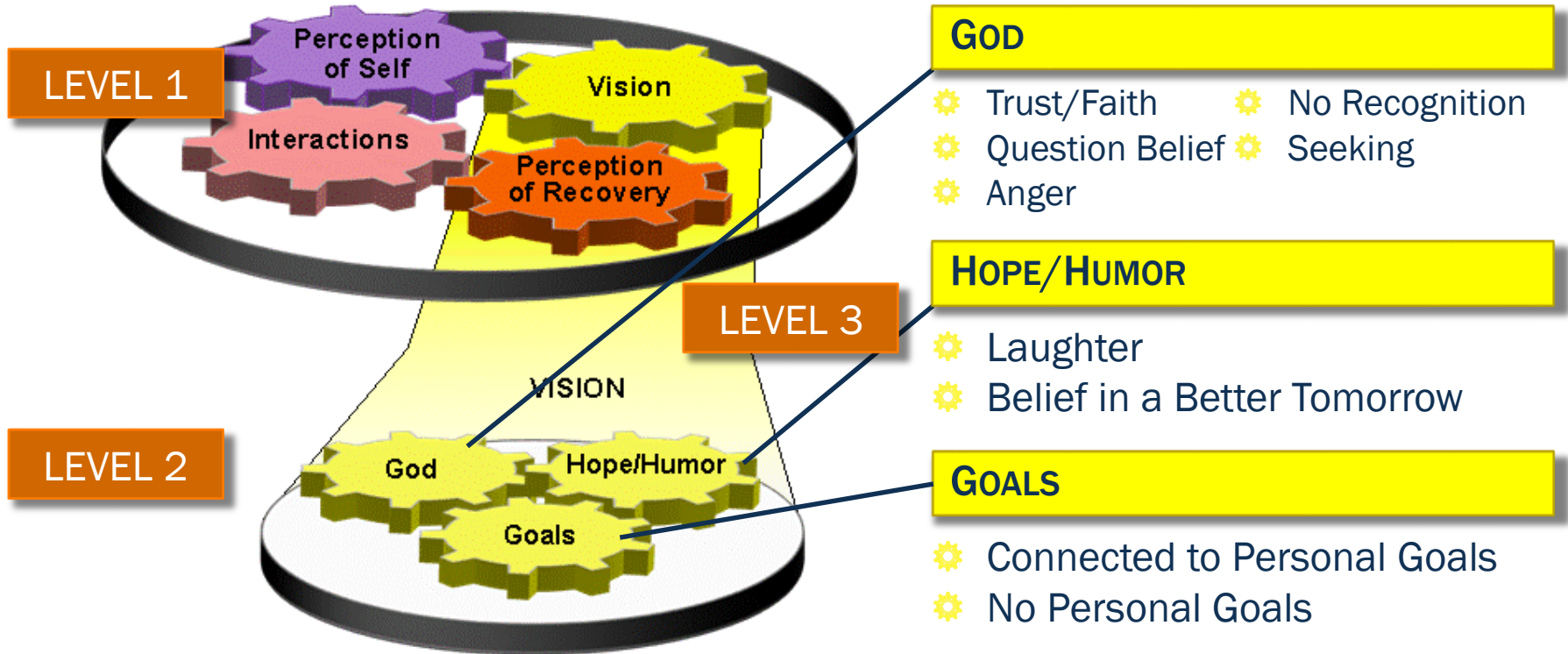


Interactions

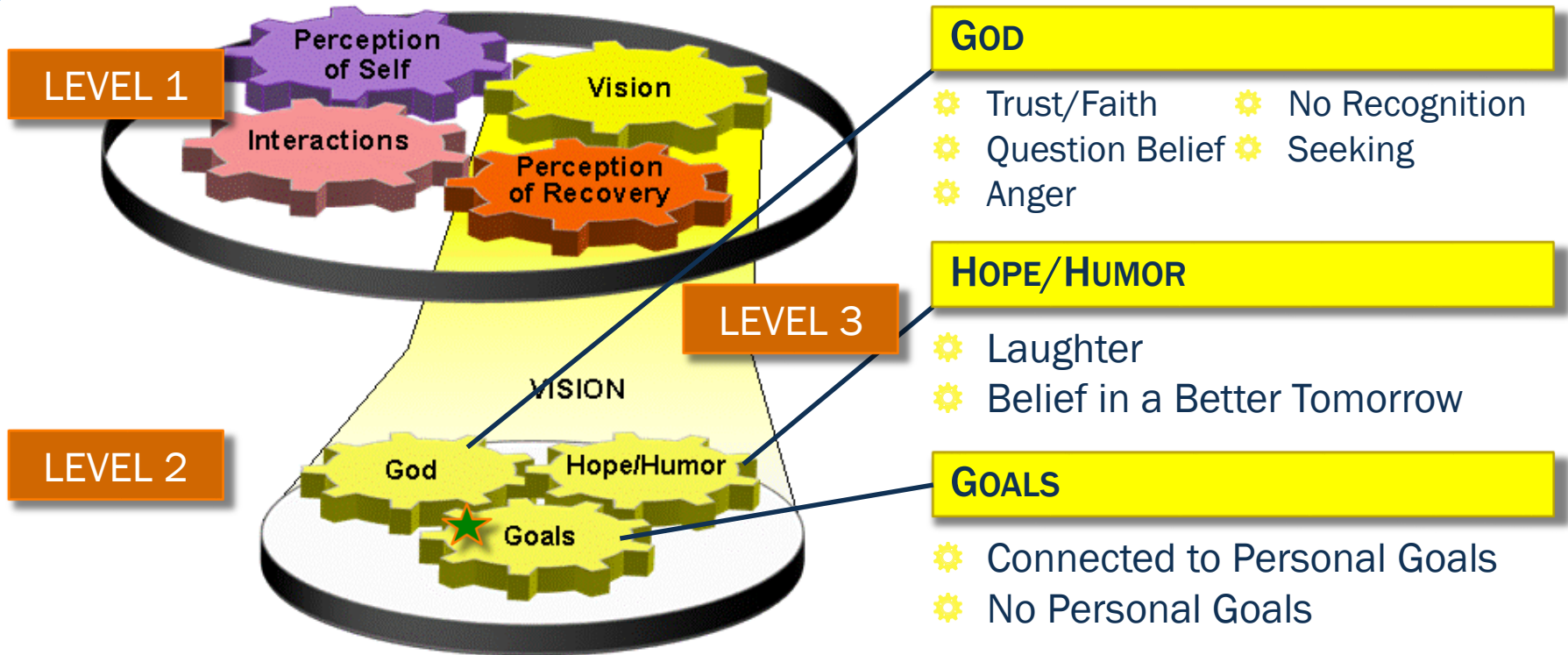
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Vision



Vision





PERCEPTION OF RECOVERY

LEARNING

ASSESSMENT

STAGES OF RECOVERY

GAUNTLETS

1- Acute
Hospitalization

MONITORING

DISCHARGE

2- Discharge

3- Continued
Treatment

ACHIEVEMENT

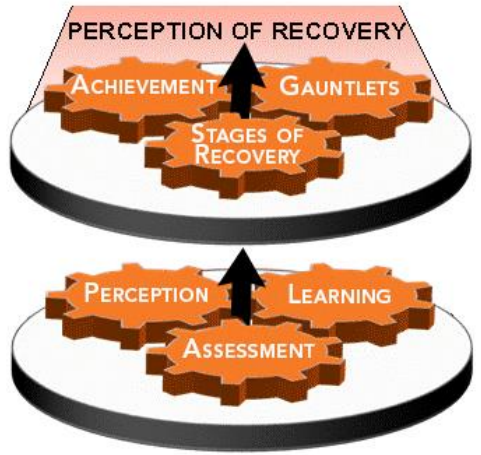
NEW SKILLS

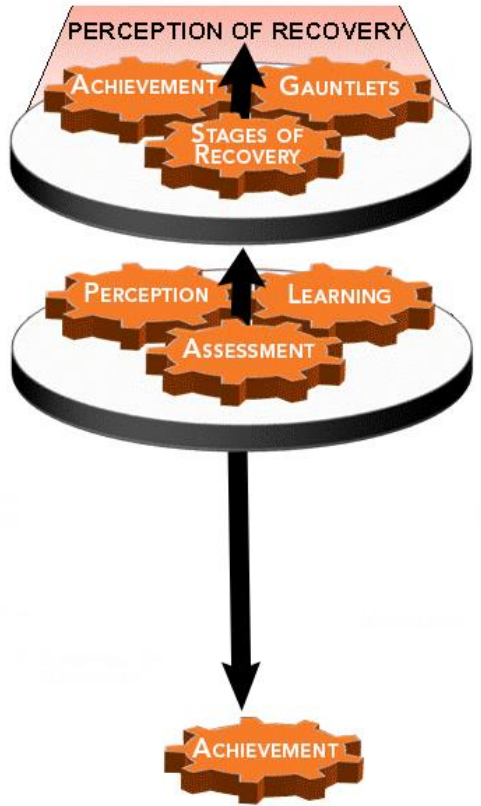
SKILLS

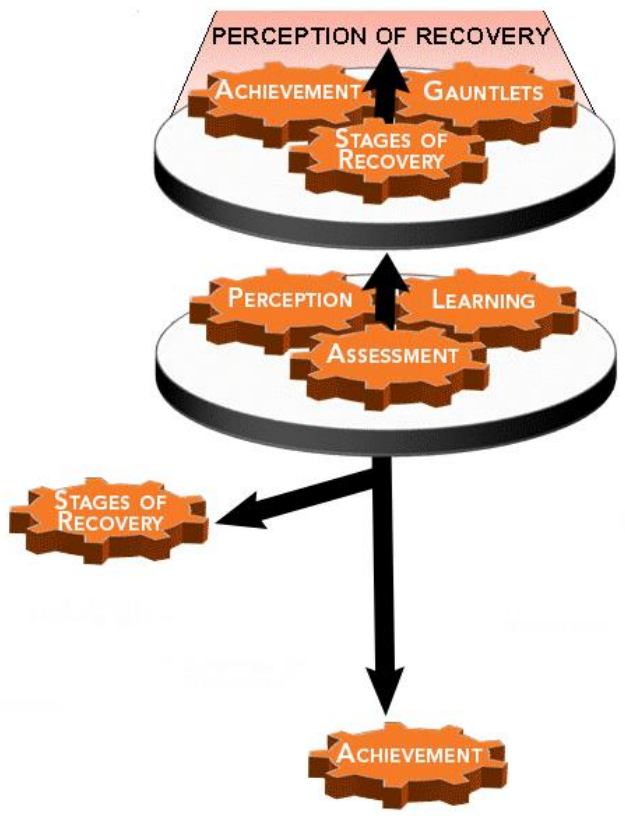
Self
Management

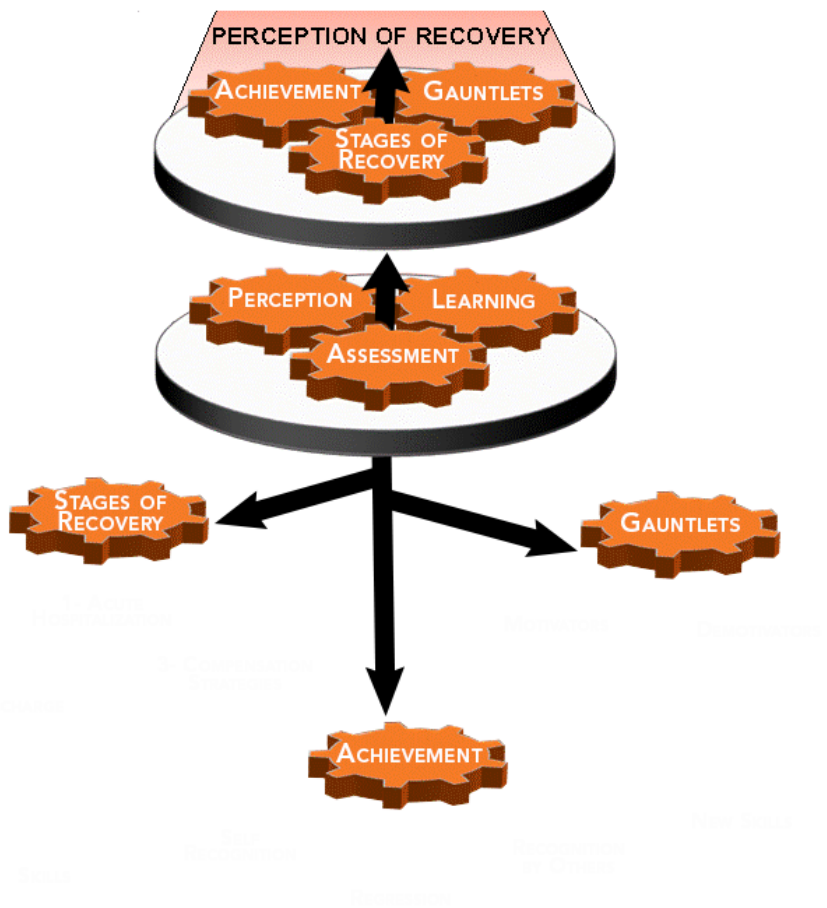
Responsibility
in Others

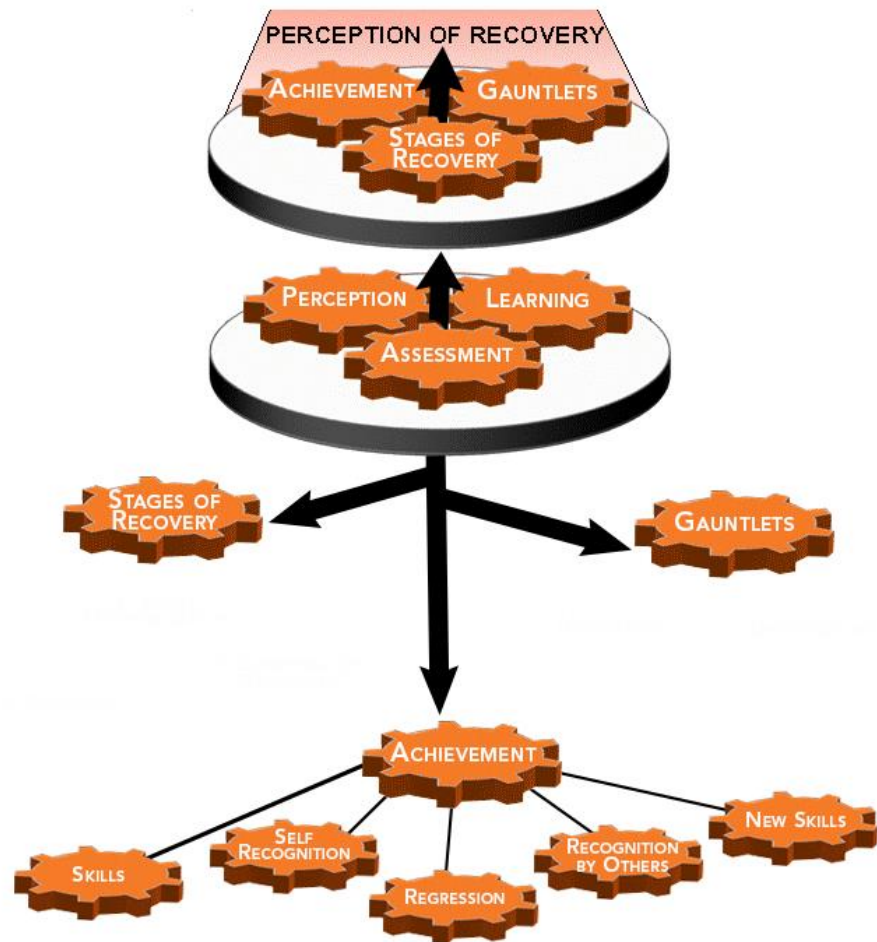
RECOVERY

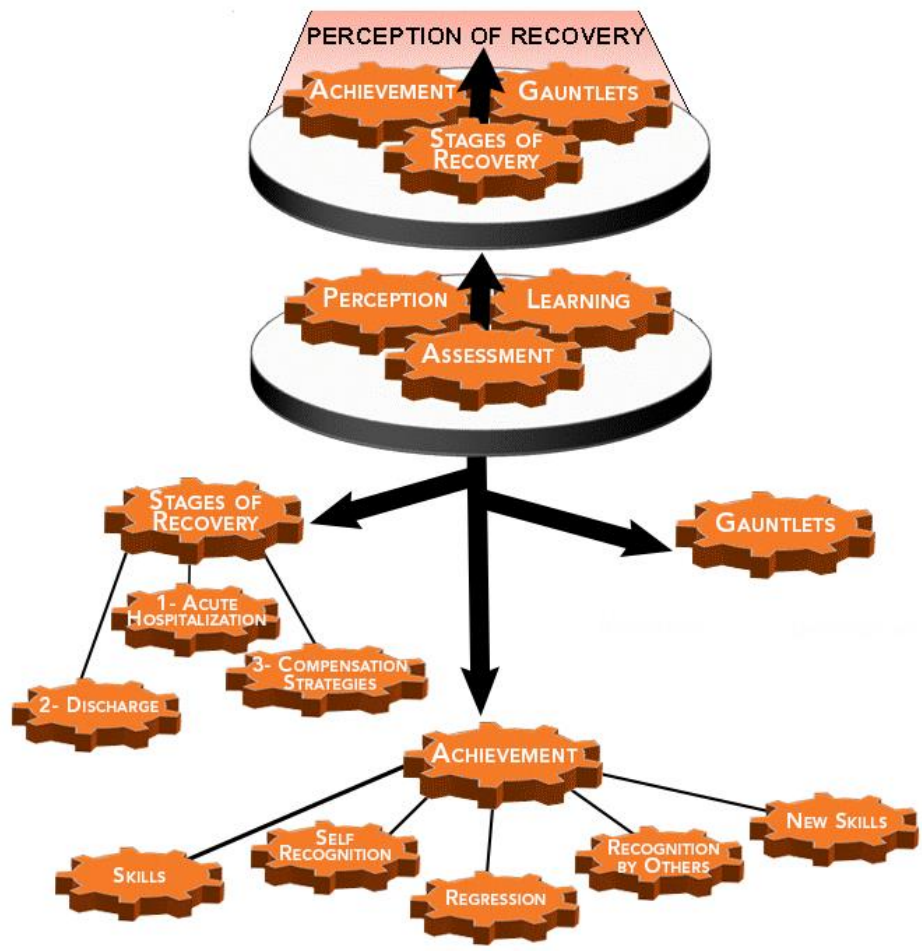












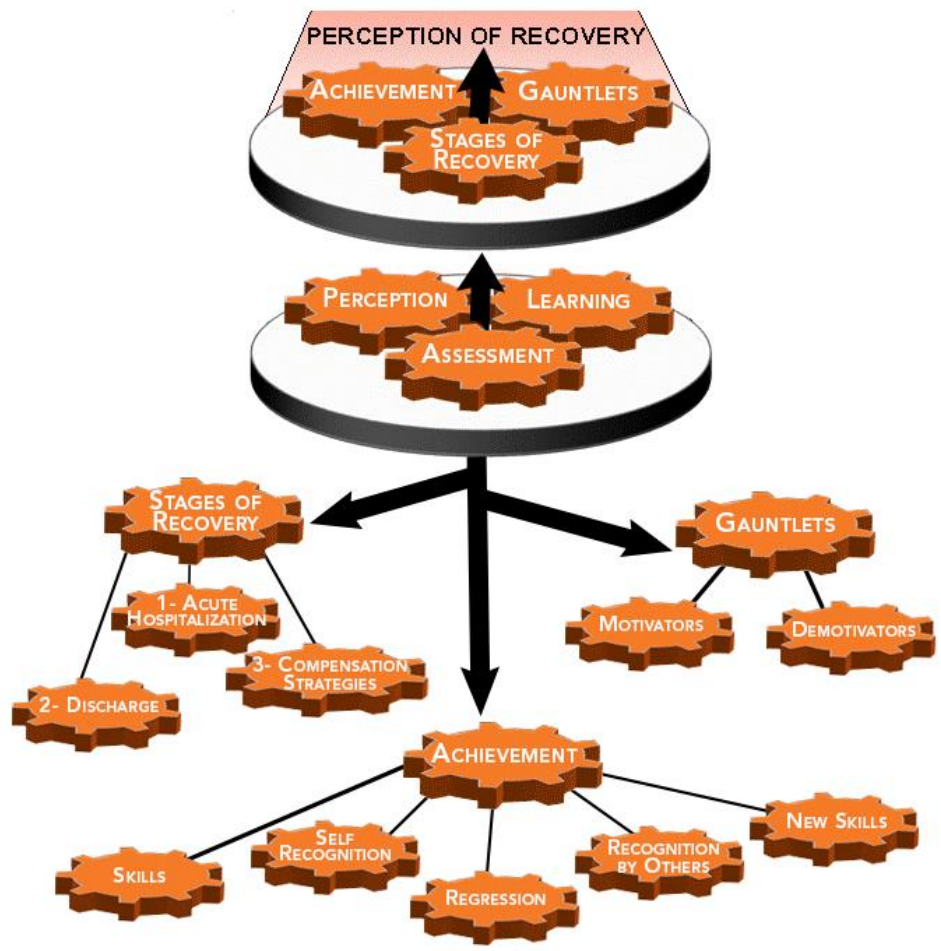


Illustration of building negative moments that were halted.

NOTE: The strongest rebuilding cogs were those of Vision and Interaction. Look for those areas to help you rebuild your patient.

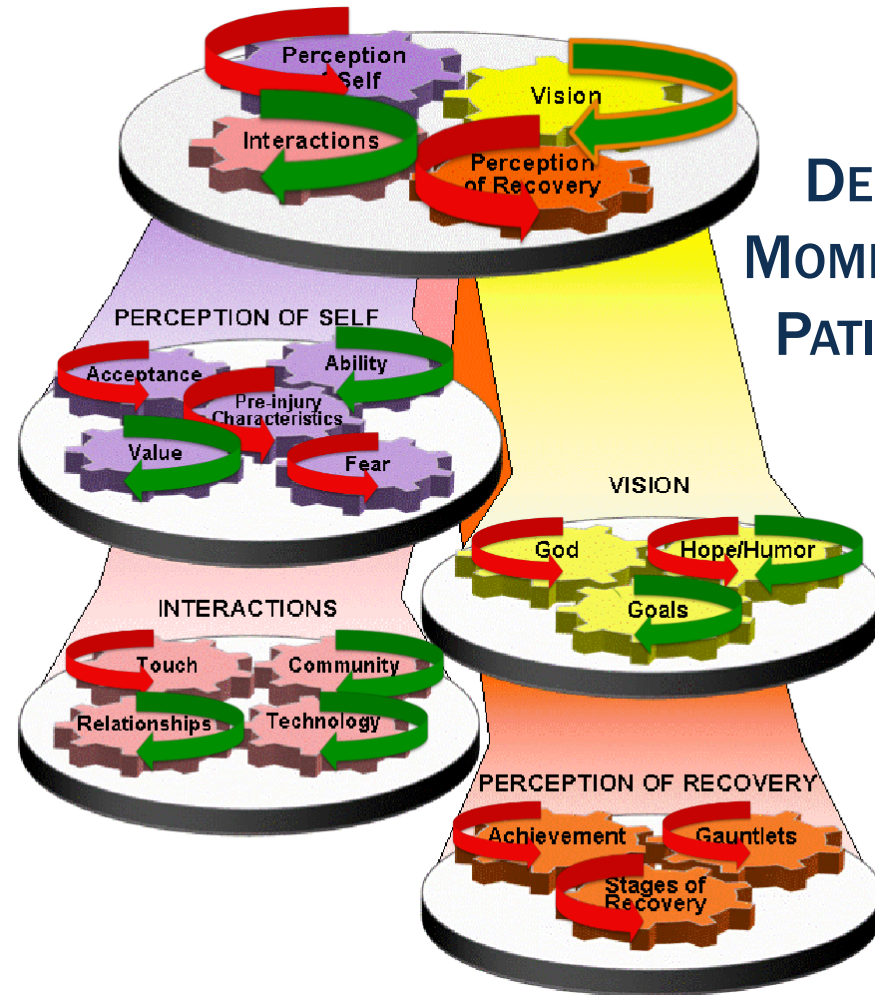
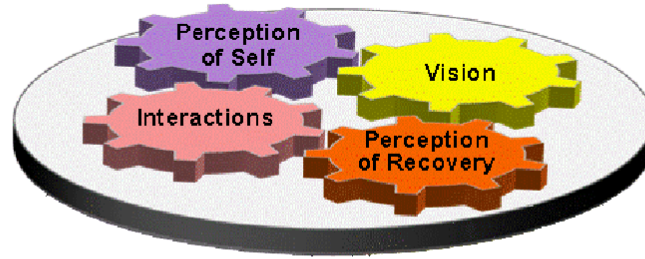


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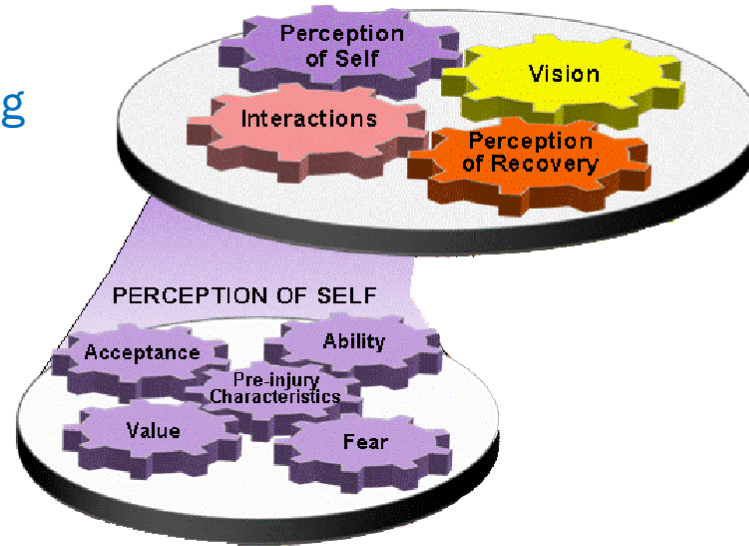
NOTE: The patient/caregiver's satisfaction is affected by not only the visible hospital staff, but by the entire organizational environment, directly affecting the bottom line of your entire network.



DECOMPOSITION OF FINANCIAL MOMENTUM MODEL

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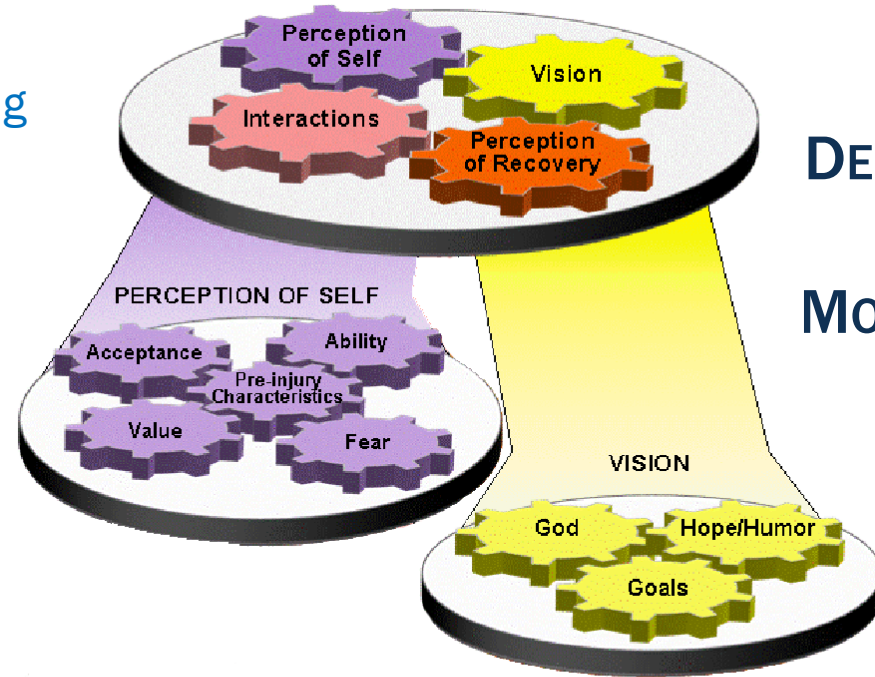
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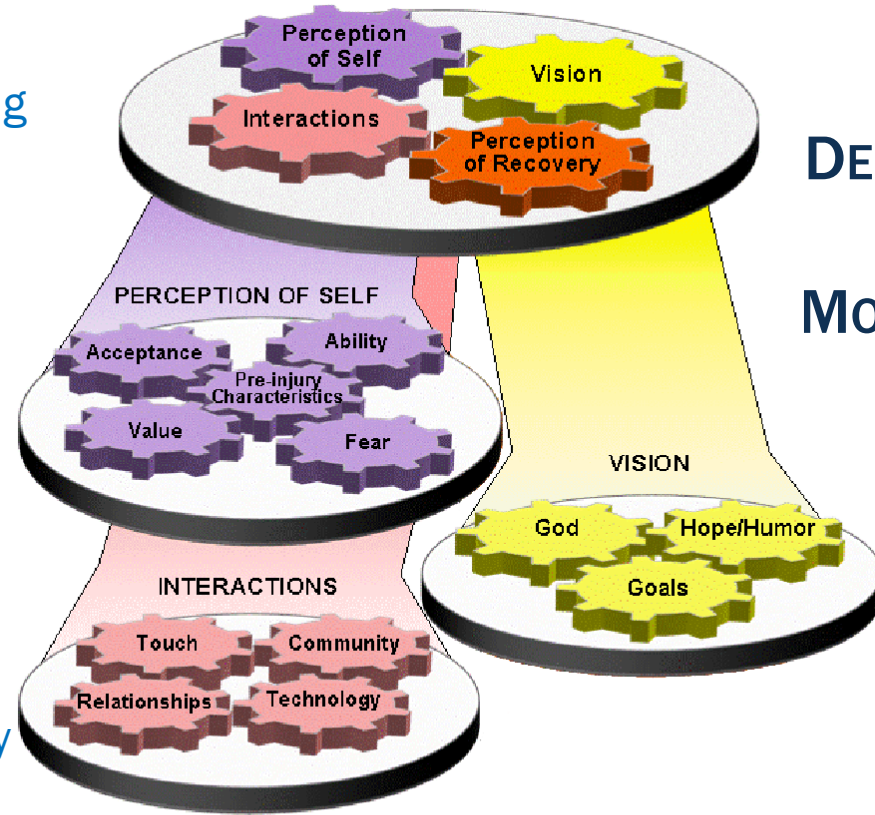
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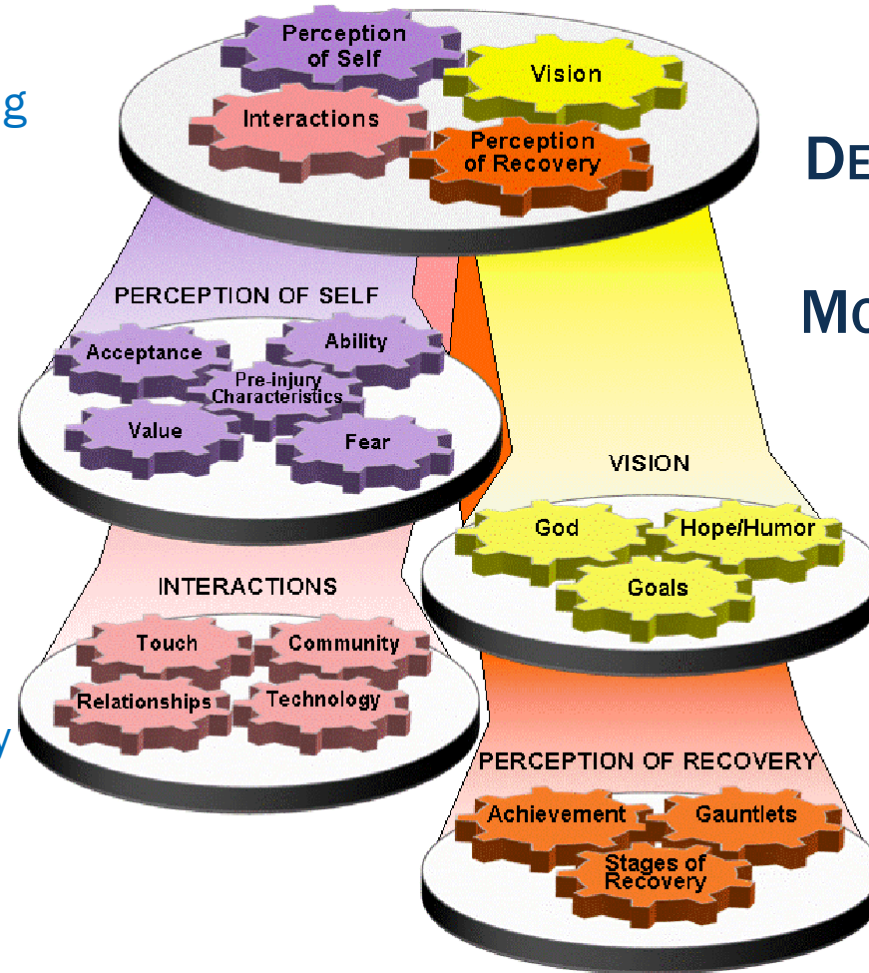
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