

Favorite Quality Sayings

"How wonderful it is that nobody need wait a single moment before starting to improve the world." *Anne Frank*

"It is not the strongest of species that survives, nor the most intelligent, but the one most responsive to change." *Charles Darwin*

"Unless someone like you cares a whole awful lot, nothing is going to get better. It's not." *Dr. Seuss*

Today a former patient is enjoying the day because a caregiver washed their hands.
Barb Duffy

What an honor it is to be trusted with the care of the most precious person in another's life at the time they are most venerable. Welcome to healthcare. *Barb Duffy*

A passion for compassion. *Barb Duffy*

Above all seek to do the right thing, for the right patient, in the right way, at the right time.

If the WHY is important enough, the HOW becomes easy.

"Even if you're on the right track, you'll get run over if you just sit there." *Will Rogers*

The challenge is - How to WOW now! *Barb Duffy*

What should be the cleanest thing in a patient room? Your hands!

"The quality of a person's life is in direct proportion to their commitment to excellence, regardless of their chosen field of endeavor." *Vince Lombardi*

"If everything seems under control, you're just not going fast enough." *Mario Andretti*

"If you want to achieve excellence, you can get there today. As of this second, quit doing less-than-excellent stuff." *Thomas Watson, former CEO of IBM*

There is always a better way --- your challenge is to find it.

Share your knowledge. It's a way to achieve immortality.

"If you don't know where you are going, you will wind up somewhere else." *Yogi Berra*

"Reality is merely an illusion, albeit a persistent one." *Albert Einstein*

"There is a right thing to do with regard to quality of care: improve it. If that takes courage, so be it." *Donald Berwick*

"Systems failure, not negligence of incompetence, is the root cause of most errors." *Donald Berwick*

"Make it a practice to keep on the lookout for novel and interesting ideas that others have used successfully. Your idea has to be original only in its adaptation to the problem you are working on." *Thomas Edison*

"It is well to remember that the entire population of the universe, with one trifling exception, is composed of others." *John Andrew Holmes*

"The challenge today is not knowledge, it is insight. You must bring your heart and head to work." *Gary Hamel*

"The world hates change, yet it is the only thing that has brought progress." *Charles Kettering (1875–1958), inventor and business leader*

"The person taking the telephone order for your pepperoni pizza writes down the order and reads it back." *Barb Duffy*

"Start by doing what's necessary, then do what's possible, and suddenly you are doing the impossible." *Saint Francis of Assisi*

"Think left and think right and think low and think high. Oh, the things you can think up if only you try!" *Dr Seuss*

"Today is the 20 years in the future that you didn't worry about yesterday". *Barb Duffy*

"Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives." *Willa A. Foster*

There isn't anything you can't do - just things you haven't done yet.

"Imagination is more important than knowledge." *Albert Einstein*

Therapy is expensive. Popping bubble wrap is cheap.

The longer I live and the more I see, the further I am convinced that the most effective means to improve the world is one person at a time. *Barb Duffy*

"We can't solve problems by using the same kind of thinking we used when we created them." *Albert Einstein*

"We are what we repeatedly do. Excellence, then, is not an act, but a habit." *Aristotle*

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"Not everything that counts can be counted, and not everything that can be counted counts."

"It is the quality of our work which will please God and not the quantity." *Mahatma Gandhi*

The definition of insanity: Doing the same old things and expecting different results.

Omnia vincit amor.

"...we can do no great things. But we can do small things with great love, and together we can do something wonderful." *Mother Teresa*

"The truth is rarely pure, and never simple." *Oscar Wilde 1854-1900*

"You can't wait for inspiration. You have to go after it with a club." *Jack London*

"Even if you're on the right track, you'll get run over if you just sit there." Will Rogers

Either do or do not. There is no 'try.'" *Yoda, Jedi Master*

“The more you bypass the plumbing, the easier it is to plug things up!” *Montgomery Scott*

“The race over the speed bumps of resistance is between the fast, persistent baby steps of progress and the lumbering galloping gait of mayhem.” cc

“People are willing to pay a lot more for what they want versus what they need.” cc

“Knowledge and skills are tools. Attitude is the key that opens the door.” cc