Community Health: Lessons Learned and Future Opportunities
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Key Concepts and Terms

- **Quotes**
  - Goals like "equity for the poor or a socially healthy community are too intangible, too remote from the everyday conditions of regime insiders, to motivate action on their behalf. As Norton Long has observed, 'The protagonists of things in particular are well organized and know what they are about; **the protagonists of things in general** are few, vague, and weak'" Stone, C.N., (1989). Regime politics: governing Atlanta 1946-1988. Lawrence, KS: University Press of Kansas.
  - Hannah Arendt (philosopher and political theorist)- "The more people's standpoints I have present in my mind while I am pondering a given issue, and the better I can imagine how I would feel and think if I were in their place, the stronger will be my capacity for representative thinking."
  - Rudulf Virchow (1821-1902)-"Medicine as a social science, as the science of human beings, has the obligation to point out problems and to attempt their theoretical solution; the politician, the practical anthropologist, must find the means for their actual solution."
- **Make lists**- Gawande, Atul. The Checklist Manifesto: How to Get Things Right. New York: Metropolitan Books, 2010.
- **ad hominem fallacy** (literally 'against the man') consists in attacking or supporting the person rather than the argument
- **High reliability organizing**- Ghaferi, A.A., Myers, C.G., Sutcliffe, K.M., & Pronovost, P.J. (2016, August). The next wave of hospital innovation to make patients safer. Harvard Business Review, Digital article. https://hbr.org/2016/08/the-next-wave-of-hospital-innovation-to-make-patients-safer
- **Participation hypothesis**-"significant changes in human behavior can be brought about rapidly only if the persons who are expected to change participate in deciding what the change shall be and how it shall be made." Herbert A. Simon (1916-2001)
  - "You can dream, create, and build the most wonderful place in the world, but it requires people to make the dream a reality." Walt Disney
- **"Distress" and Adaptive Work**- Heifetz, Ronald A. and Marty Linsky Leadership on Line, Havard Business School Press, 2002
- **Motivation-**10% motivated by information, 80% motivated by how I interact with them over time, 10% not going to be motivated right now
- **Thomson-Tuden Matrix**
- **Heuristics** and medical errors
- Herbert Simon
  - **Bounded rationality**-meaning that decision makers can seldom be aware of all the factors when making a decision.
  - **Satisficing** (satisfy and suffice)-decision making strategy that meet criteria for adequacy rather than trying to identify an optimal solution.
- **Pluralistic Decision Making**-slower decisions-Efficiency Versus Responsiveness/inclusiveness
- **Cultural humility** is the "ability to maintain an interpersonal stance that is other-oriented (or open to the other) in relation to aspects of cultural identity that are most important to the [person]."
- **Sapir-Whorf Hypothesis**-language determines our experience of reality, and we can see and think only what our language allows us to see and think
- **Value Pluralism-** the idea that there are several values which may be equally correct and fundamental, and yet in conflict with each other.