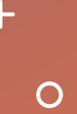


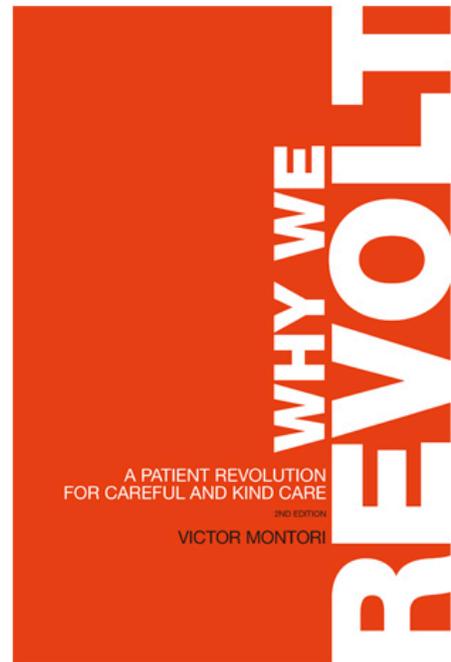
Empowering Patients in Diagnosis Through Careful and Kind System Design

Presented to
Engaging Patients to Advance
Diagnostic Excellence: A Workshop
March 2, 2026





A Global Movement for Careful and Kind Care



Empowerment



To Empower: “give (someone) the authority or power to do something.”



Empower: “to engage, occupy, attract, or involve (someone's interest or attention), participate or become involved in”

Two Stories: Earl and Liel

85 and 21

Both empowered

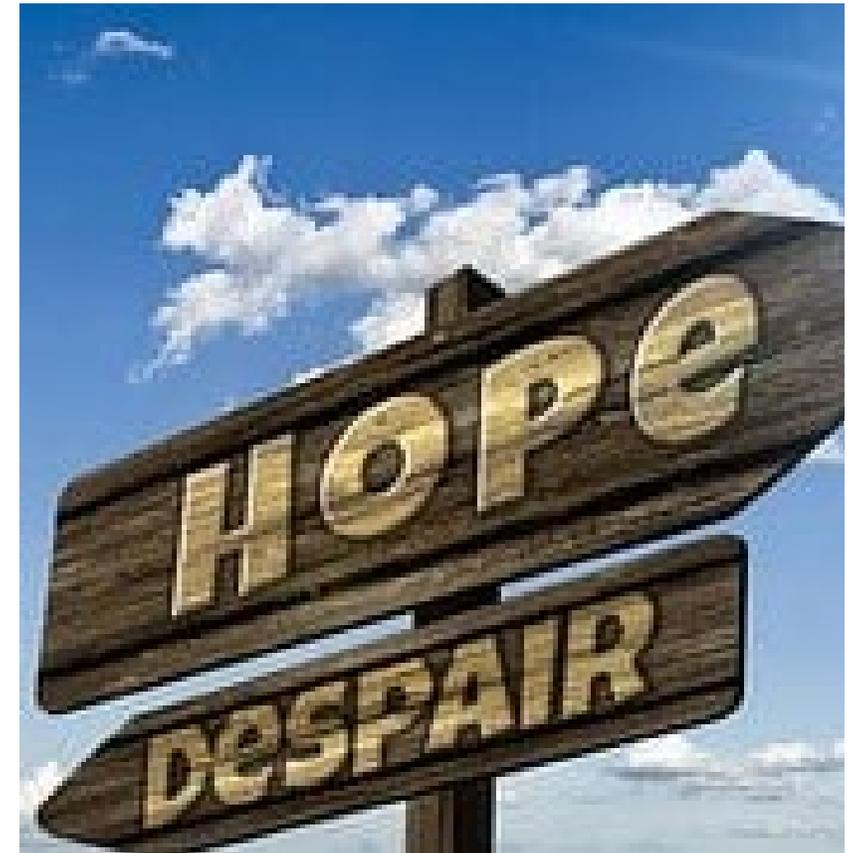
Eager to share their stories

Same experience in their pursuit of answers

Same outcomes

Delayed diagnoses

Traumatic end-of-life experiences

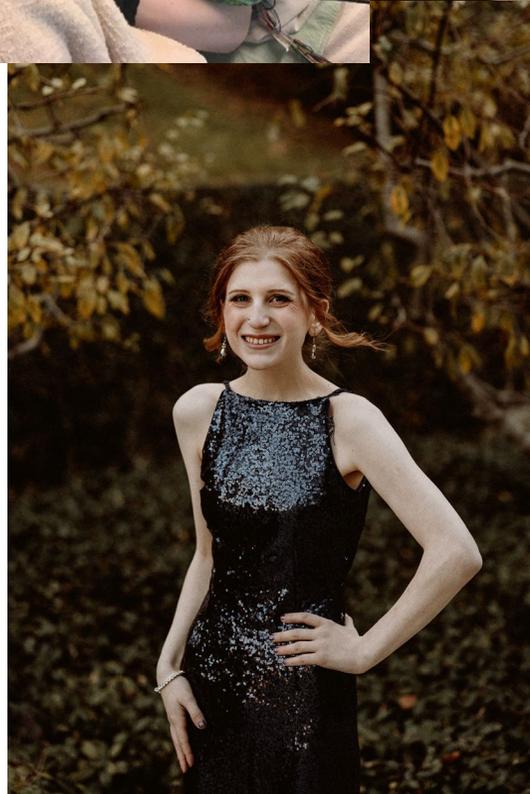
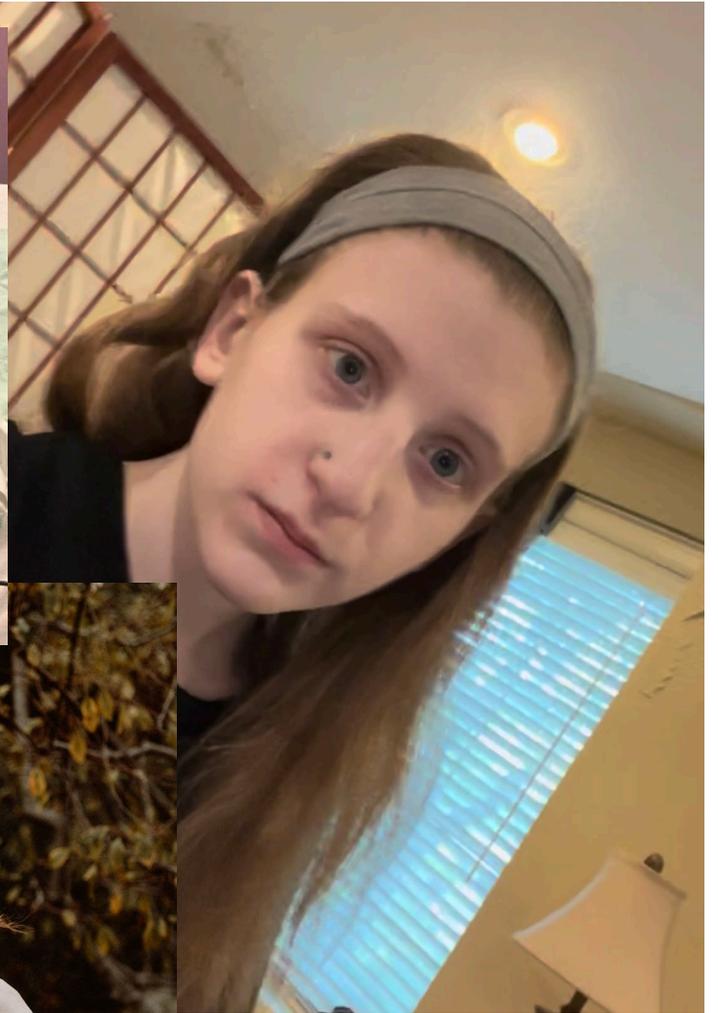


This is Lie 1...

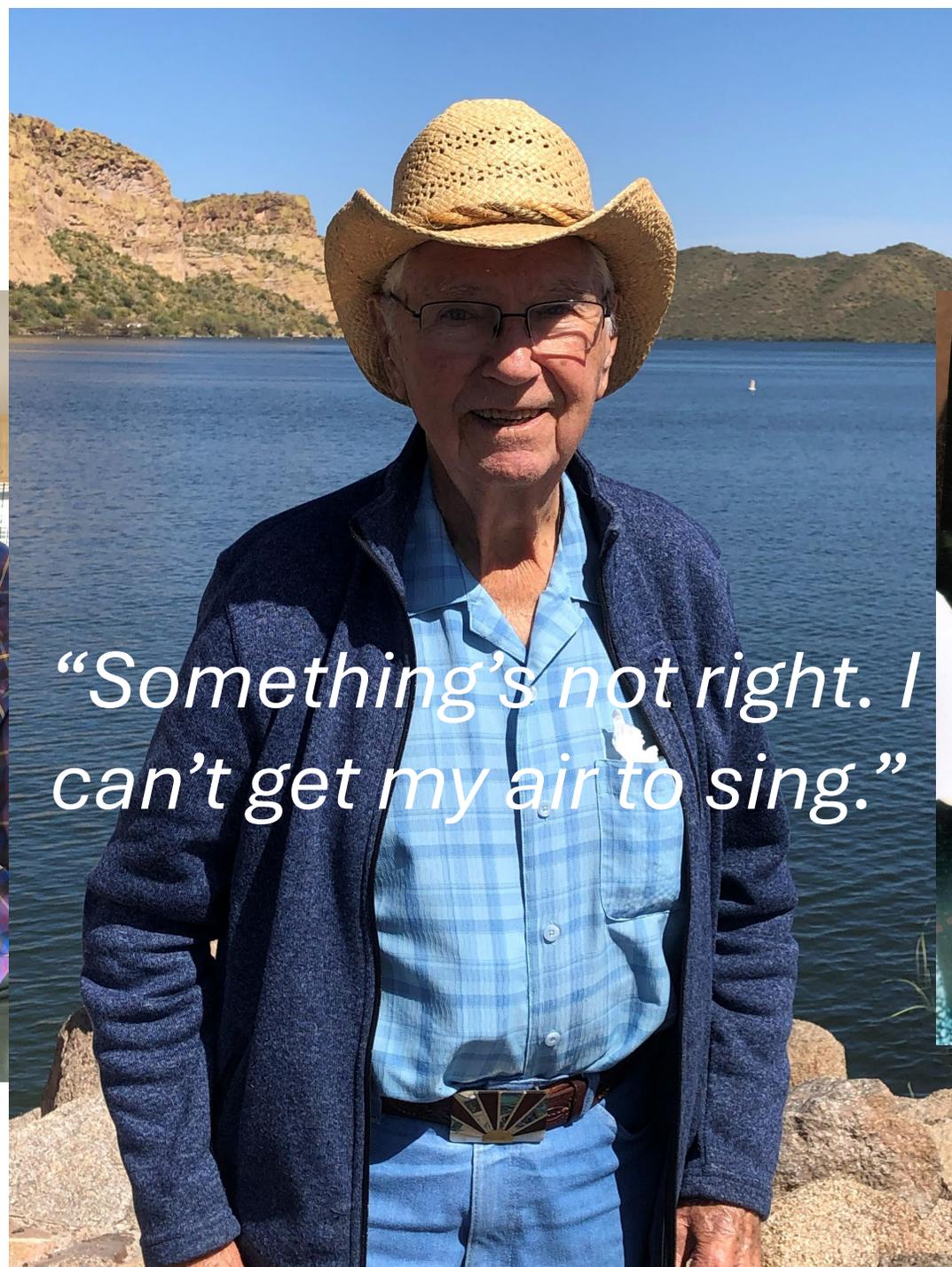




This is Liel

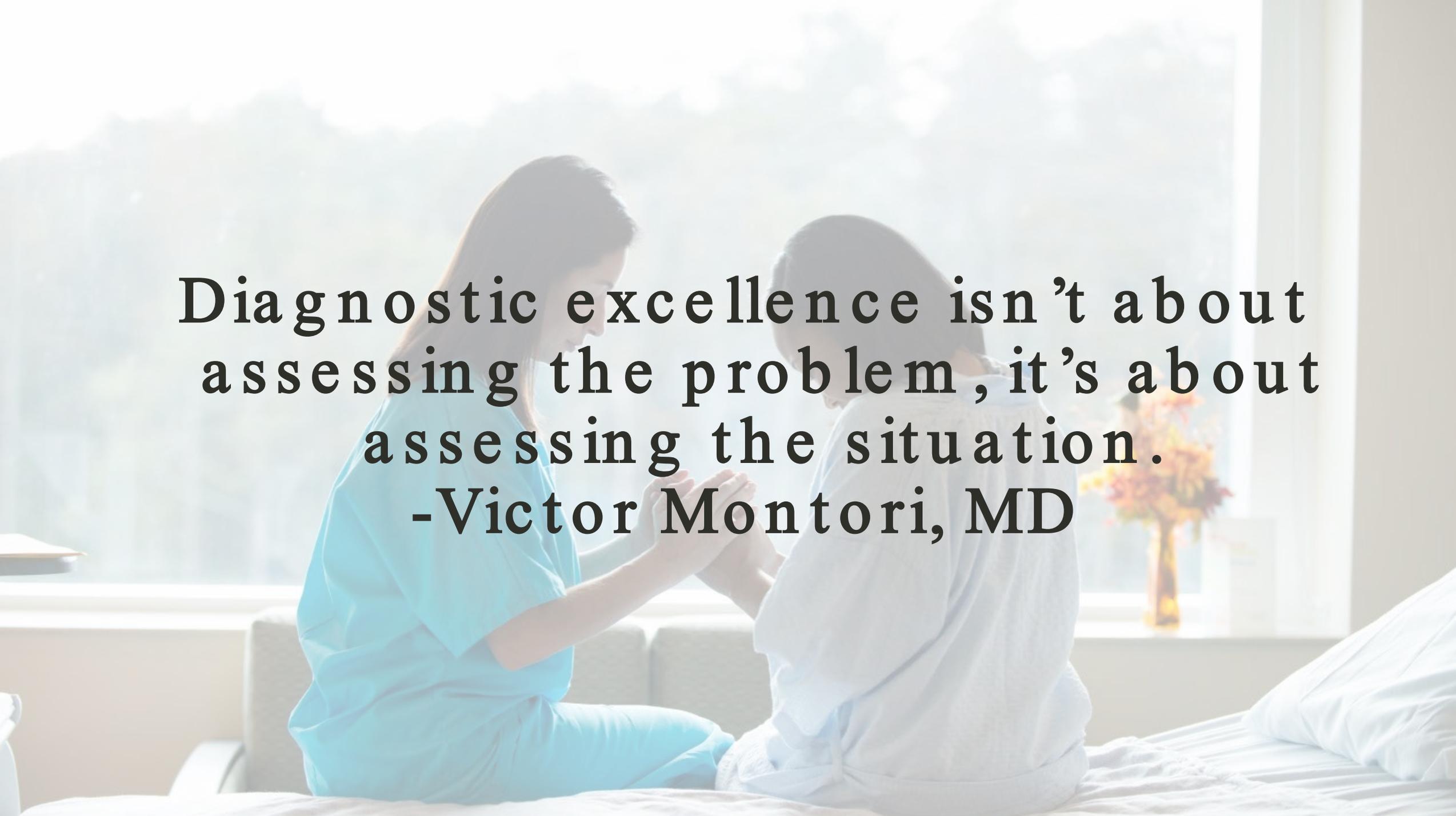


This is Earl



“Something’s not right. I can’t get my air to sing.”





**Diagnostic excellence isn't about
assessing the problem, it's about
assessing the situation.
-Victor Montori, MD**

Industrial Healthcare

Careful and Kind Care

Pathologies of Care

Signs of Care

Blur
Burden
Hurry
Cruelty
Indifference



High definition
Minimally disruptive
Unhurried conversations
Responsiveness

CARE

Unhurried
Conversation

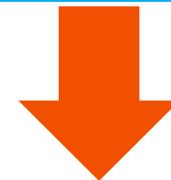
HD
situation



Undesirable
situation



Co-creation
Care that
fits



Improved
situation

Careful and Kind Care

Signs of Care

High definition

Minimally disruptive

Unhurried conversations

Noticing and responding



Ask 'what matters to you'
Be curious about patient lives

Ban medical chores and errands

Understand low fidelity

Simplify care (lean consumption)

Promote patient capacity

Limit interruptions, distractions

Enact responsive scheduling

Re-invent continuity of care

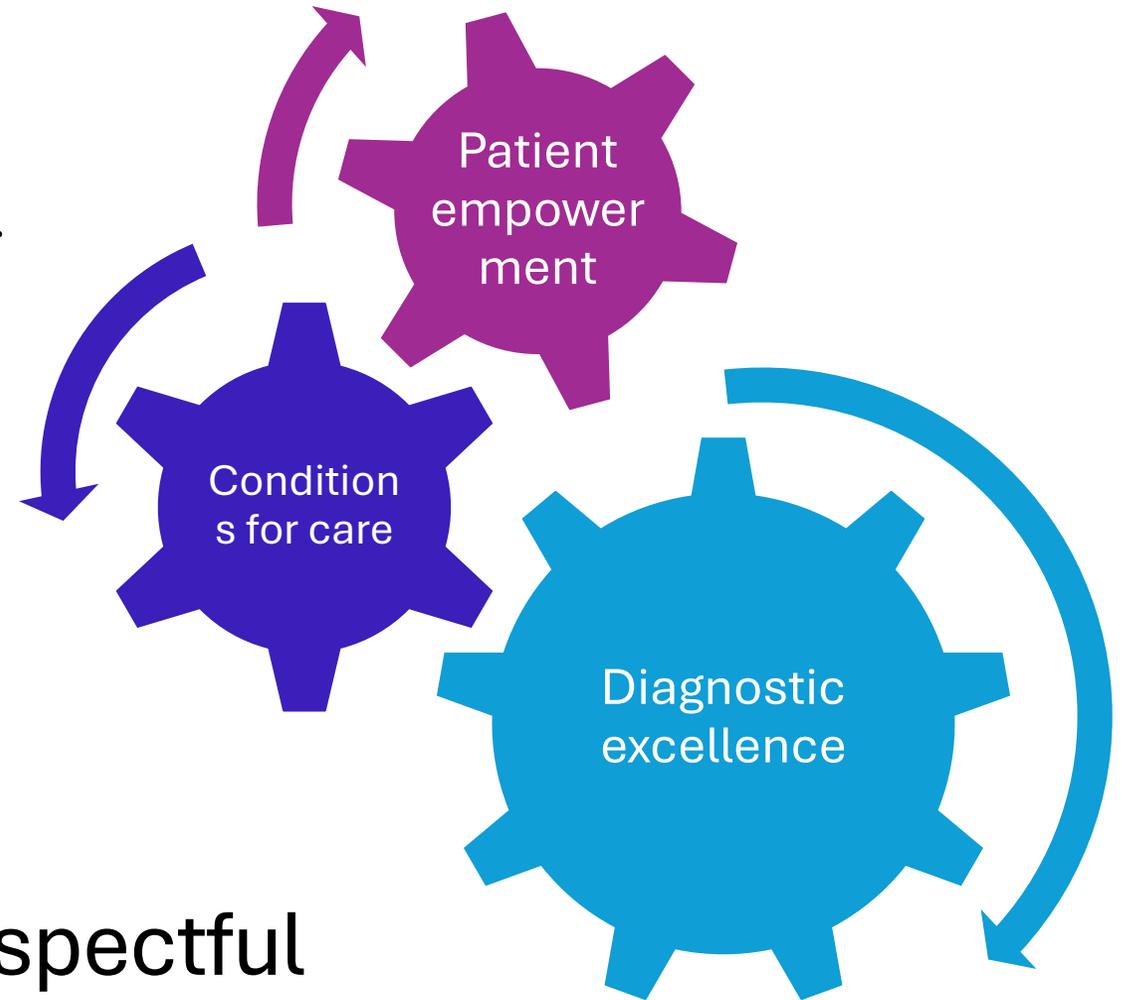
Eliminate wrong doors

Make navigation easy

**Eradicate cruelty and
indifference**

Reflections from a mother

1. Getting here is half the battle.
2. If the previous diagnosis doesn't fit, Start over.
3. Treat me with respect and compassion, and I will tell you everything you need to know.
4. 11 seconds is not enough.
5. I want an answer more than you do. Pay attention to what I know.
6. Labeling a patient sets the course.
7. Do not discount my people.
8. Let me cry and shout.



Unhurried. Compassionate. Respectful

Thank you

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[LinkedIn](#)

- Buy the Book
- Take a course
- Join the Community
- Stand up for Careful and Kind Care

www.patientrevolution.org

