



**AAFP GLOBAL HEALTH SUMMIT**  
*Impacting Global Health through Family Medicine*



**Compassion, Computers & Community**

**Chuck Dietzen, MD, GSW**  
 Founder & President of Timmy Global Health  
 Chief of Pediatric Rehabilitation at  
 Riley Hospital for Children at IU Health  
 Founder & CMO of iSalus Healthcare


**EHRs should support efficient processes**




**HEALTHCARE KAIZEN**  
 Engaging Front-Line Staff in Sustainable Continuous Improvements  
 Mark Graban and Joseph E. Swartz

4 AMERICAN ACADEMY OF FAMILY PHYSICIANS

**Compassion to Karuna**



2 AMERICAN ACADEMY OF FAMILY PHYSICIANS




Photo by Sarah Williams

**Love and accept others as they are**

5 AMERICAN ACADEMY OF FAMILY PHYSICIANS

**"My people know your people."**



3 AMERICAN ACADEMY OF FAMILY PHYSICIANS

**What is a culture of service?**

**"...our life is not a possession to be defended, but a gift to be shared."**

Henri Nouwen

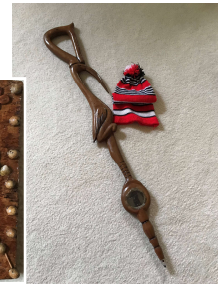
6 AMERICAN ACADEMY OF FAMILY PHYSICIANS

It's about  
logistics



AMERICAN ACADEMY OF FAMILY PHYSICIANS

"It was so nice to be  
appreciated again!"

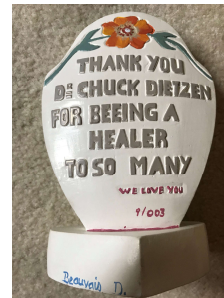


AMERICAN ACADEMY OF FAMILY PHYSICIANS

Amazonian  
highway



AMERICAN ACADEMY OF FAMILY PHYSICIANS



AMERICAN ACADEMY OF FAMILY PHYSICIANS

Keep it  
simple



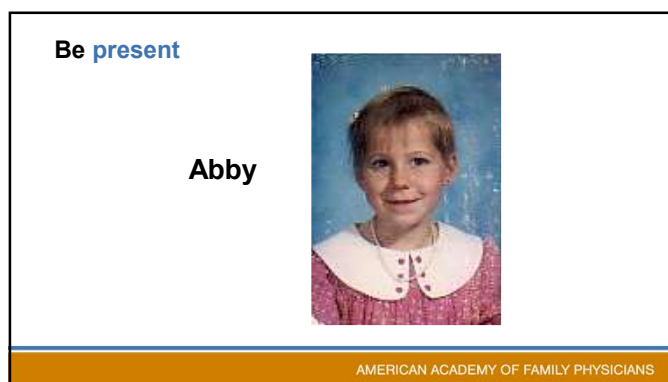
AMERICAN ACADEMY OF FAMILY PHYSICIANS

Be compassionate

Luis



AMERICAN ACADEMY OF FAMILY PHYSICIANS





### Challenge: distillation of data to **information**



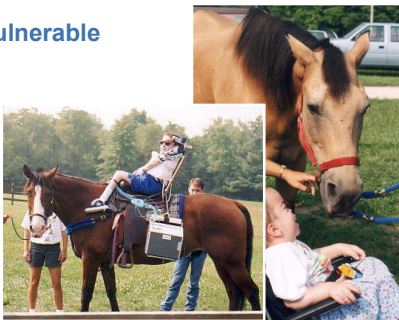
AMERICAN ACADEMY OF FAMILY PHYSICIANS

### Be **ordinary**



AMERICAN ACADEMY OF FAMILY PHYSICIANS

### Be **vulnerable**



AMERICAN ACADEMY OF FAMILY PHYSICIANS

### Be **courageous**



"It is not my job to be successful. It is my job to be faithful."  
-Mother Teresa

AMERICAN ACADEMY OF FAMILY PHYSICIANS

### It's.... **A GAS!**



AMERICAN ACADEMY OF FAMILY PHYSICIANS

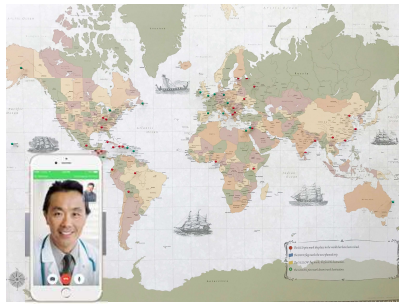
### Recognize **potential**



AMERICAN ACADEMY OF FAMILY PHYSICIANS



## Telehealth



AMERICAN ACADEMY OF FAMILY PHYSICIANS



AMERICAN ACADEMY OF FAMILY PHYSICIANS

## Be true



AMERICAN ACADEMY OF FAMILY PHYSICIANS

## Be selfless



"The greatest use of a life is to spend it on something that will outlast it."

-William James



AMERICAN ACADEMY OF FAMILY PHYSICIANS



AMERICAN ACADEMY OF FAMILY PHYSICIANS

## "My life is not my own." – Padre Carollo



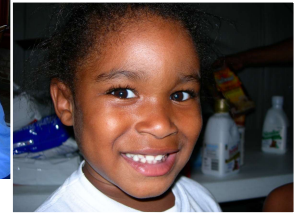
AMERICAN ACADEMY OF FAMILY PHYSICIANS

Is any act  
truly selfless?



AMERICAN ACADEMY OF FAMILY PHYSICIANS

Be hopeful



AMERICAN ACADEMY OF FAMILY PHYSICIANS

Cast an IT net, not a real estate net



vs.



AMERICAN ACADEMY OF FAMILY PHYSICIANS



AMERICAN ACADEMY OF FAMILY PHYSICIANS



AMERICAN ACADEMY OF FAMILY PHYSICIANS

Be amazed



AMERICAN ACADEMY OF FAMILY PHYSICIANS



AMERICAN ACADEMY OF FAMILY PHYSICIANS

ANGEL  
FLYTZE



AMERICAN ACADEMY OF FAMILY PHYSICIANS

Technology: it's **logical & practical**  
for delivering healthcare

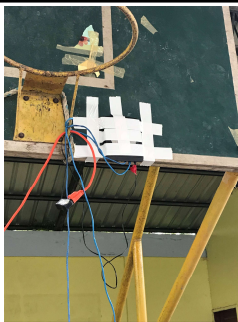


AMERICAN ACADEMY OF FAMILY PHYSICIANS

Unlimited future for IT



AMERICAN ACADEMY OF FAMILY PHYSICIANS



AMERICAN ACADEMY OF FAMILY PHYSICIANS



Be an  
**inspiration**

AMERICAN ACADEMY OF FAMILY PHYSICIANS





AMERICAN ACADEMY OF FAMILY PHYSICIANS



Be an  
instrument  
of **peace**...

AMERICAN ACADEMY OF FAMILY PHYSICIANS

Be **open-minded**  
and **open-**  
**hearted**



AMERICAN ACADEMY OF FAMILY PHYSICIANS

...even in the  
face of **war**.



AMERICAN ACADEMY OF FAMILY PHYSICIANS

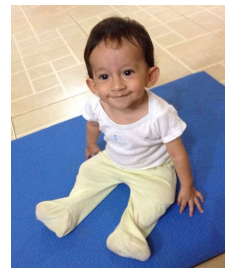
Dear Dr. Chuck,

You probably don't remember me. I was at a talk you made at St. Silke Catholic. I was very touched by your talk. However, I am not old enough to go around the world helping people with you. However, I hope what I'm enclosing can help you. Also, I'm not including my name. If you would, just call my Z. Hope this helps.

Sincerely,

ps. I haven't included any coins, they would make too much noise.

AMERICAN ACADEMY OF FAMILY PHYSICIANS



**Happiness** is the  
weather...

**joy** is the climate!

AMERICAN ACADEMY OF FAMILY PHYSICIANS

Last patient  
of the day



AMERICAN ACADEMY OF FAMILY PHYSICIANS

Thank you,  
Thank you,  
Thank you!



AMERICAN ACADEMY OF FAMILY PHYSICIANS

Take time to  
celebrate!



AMERICAN ACADEMY OF FAMILY PHYSICIANS

© 2018 American Academy of Family Physicians. All rights reserved.

All materials/content herein are protected by copyright and are for the sole, personal use of the user.

No part of the materials/content may be copied, duplicated, distributed or retransmitted  
in any form or medium without the prior permission of the applicable copyright owner.

53

AMERICAN ACADEMY OF FAMILY PHYSICIANS



AMERICAN ACADEMY OF FAMILY PHYSICIANS

  
AMERICAN ACADEMY OF FAMILY PHYSICIANS  
STRONG MEDICINE FOR AMERICA