



EPISODE SEVENTEEN Mindset to Transform

WITH LUCIEN ENGELEN

What's on Lucien's mind? Quite a bit, actually, and it's all focused on pushing the envelope on how we think about healthcare. In this episode, the infectiously enthusiastic healthcare strategist Lucien Engelen, CEO of Transform Health, engages a range of topics that will make your head spin and your passion ignite.

THEMES & INSIGHTS



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Lucien Engelen

1. To create transformational change, we need to focus less on technology and more on the basics of caring for our consumers through listening, compassion, and personal relationships.
2. Technology is more than a tool to deliver sexy solutions. It can unlock new ways to relate to our consumers and understand their needs.
3. Data, trends, and calculations can inform your decisions. But when it comes to game-changing ideas, always go with your gut.

COMBUSTION QUOTES

💧 "We're going back to the basics of what's needed to deliver healthcare that doesn't include any technology, but it's more like, what is really important—personal relationships between professionals, nurses, physicians, and other staff, and to the patient's family and informal care."

💧 "I promised myself never to speak again at conferences where patients would not be incorporated, either in the program, or in the committee, or in the audience, for free, or more to have them embraced in everything that's about them."

💧 "People should be able to have some choice and that's also where technology could bring a role for you as a patient not to have to go to the hospital. For instance, if it's not needed, you also can run it with a video conference."

RESOURCES

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