

HQI and Hospital Council ANNUAL CONFERENCE LAKE TAHOE

Conflict of Interest Disclosure

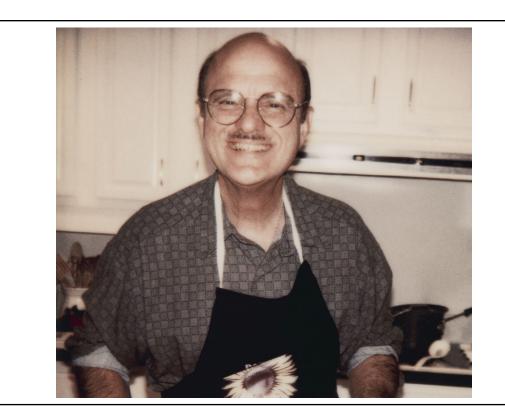
Allison Massari reported no relevant financial relationships or relationships she has with ineligible companies of any amount during the past 24 months.

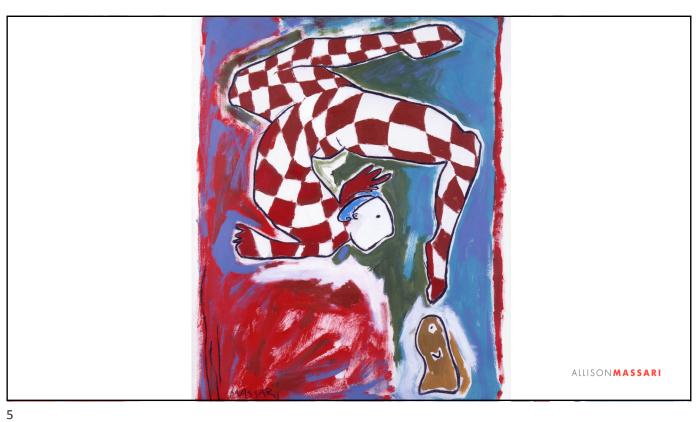




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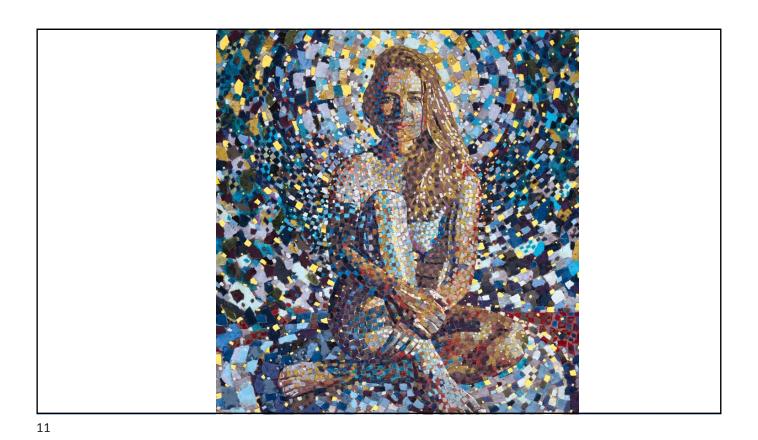


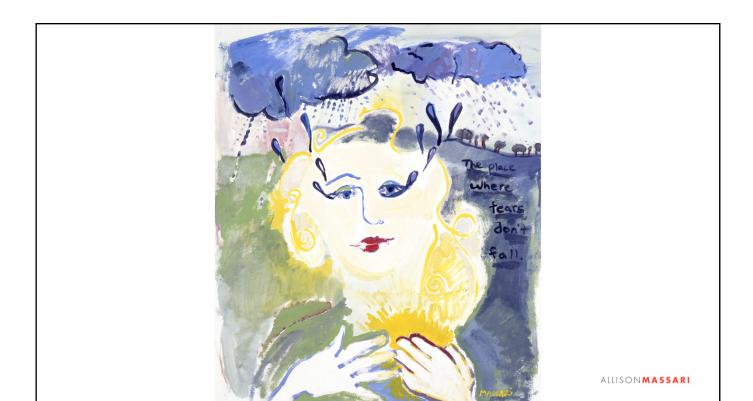












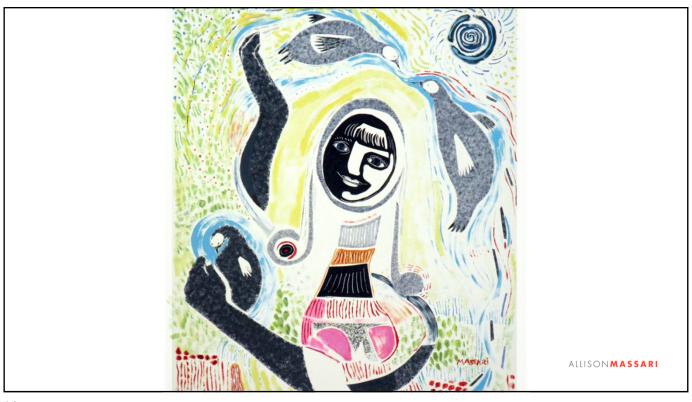


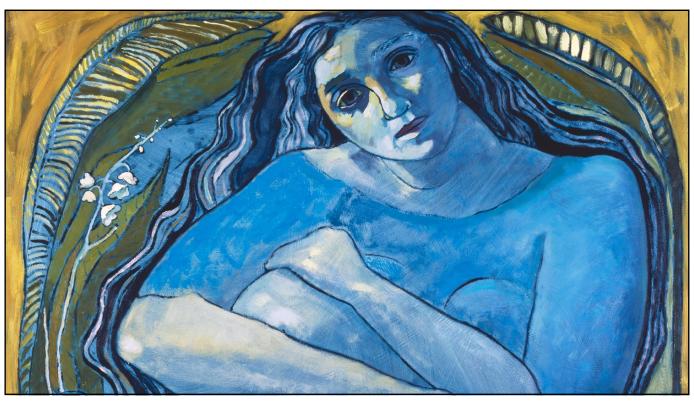
#### $"Himmelhoch jauch zend zum to de betr\"{u}bt"$

**-GOETHE** 



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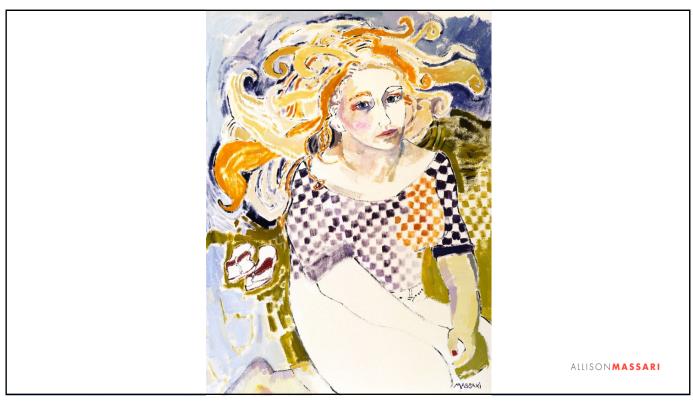


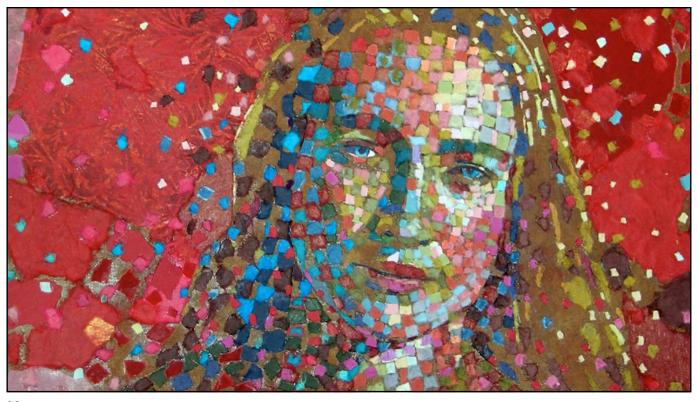






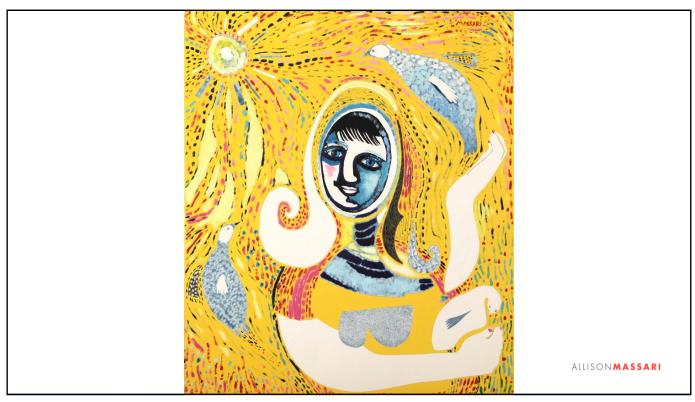


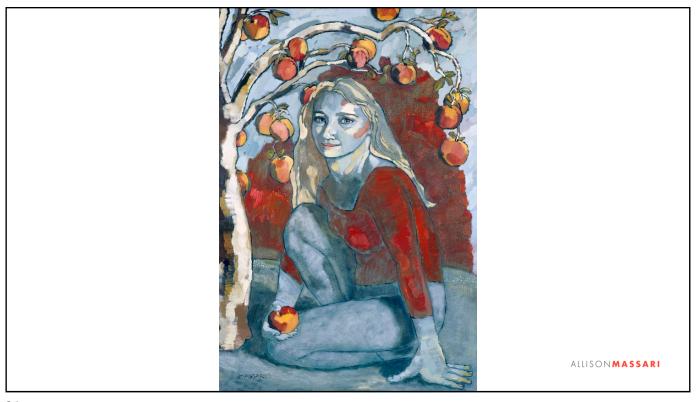


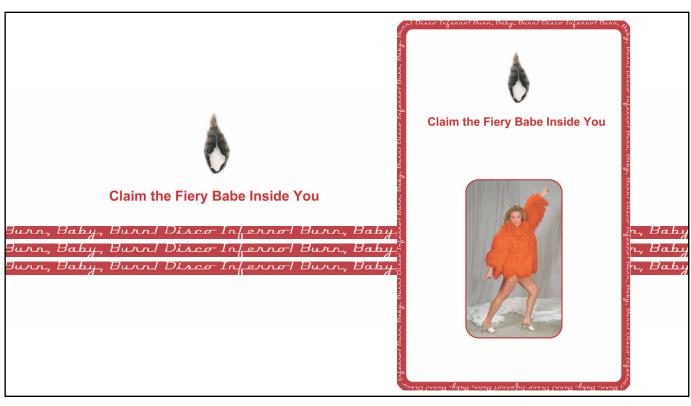


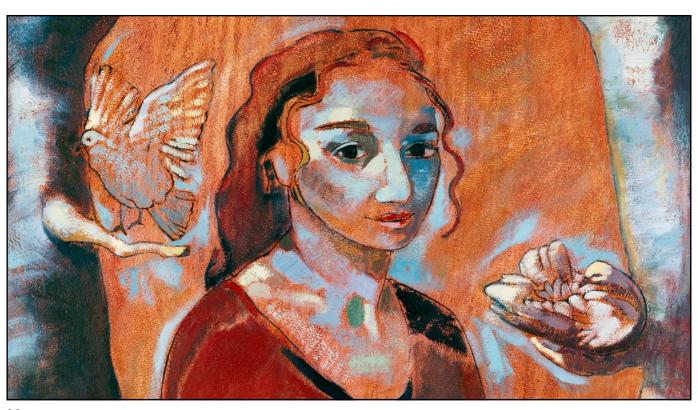














# The Courage of CURIOSITY

Actively engaging your curiosity—your interest. Seeing life as a school. Seeing yourself as open, always learning something new, and ready to find solutions to any problem or challenge.

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#### The Courage of TRUTH

Having the courage to sincerely and gently seek and see the truth—of who you are, of your situation, and of the people involved. To look at everything squarely and honestly.

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### The Courage of DEFIANCE

Being defiant to keep your light shining—no matter what is happening in your life or in the world around you. Choosing to resist hopelessness.

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#### The Courage of COMPASSION

Bringing your *full heart forward* with tenderness and strength. Compassionately acknowledging all that you are feeling.

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## The Courage of TRUST

Perhaps the most difficult...but so beautiful...

Making the decision to keep your heart open to

life. Being patient with yourself and forging a

deep sense of Trust—believing in yourself and your
ability to find your way.

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#### Massari Resilience Mindsets

The Courage of **CURIOSITY** 

The Courage of TRUTH

The Courage of **DEFIANCE** 

The Courage of **COMPASSION** 

The Courage of TRUST

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