

## Engaging the Heart: Stroke Network of Southeastern Ontario

The SEO Stroke Network faces difficult task of bringing diverse groups together to improve rehabilitation services for stroke patients. They asked us to meet with their regional board to help them with strategic planning as well as their internal operations.

Cally Martin, Regional Stroke Program Manager

*I've been part of a lot strategic planning exercises and I've never felt comfortable with it. I've felt disengaged because the process was too complicated. Christie's way is much more accessible. She asks questions in everyday language that we can answer easily. It's helped us focus on what matters most. I don't have textbook learning, but I know what we need to do to move forward. I can't stand the textbook stuff. It alienates me from what I'm here to do, which is lead from my heart for people who are recovering from stroke.*

*Changing the rehab system is a big task. A lot of people have to change at the same time. We feel that AI will help us make that happen. We're poised to really engage our steering committee and take advantage of the collective wisdom at that table to find solutions on behalf of the stroke survivors who count on us.*

*The steering committee did evaluations in 2010. People were saying that they didn't know what they brought to the table or how they could make a difference. Now they're starting to see that, as a community, we can do things we couldn't do as individuals. The group feels hopeful now.*

*I like the way Christie works. I can be very analytical and I enjoy science, but what I really love is people and relationships. Care is science-based, but it should really work our hearts. Christie appeals to people's hearts to make us work more effectively together. We need this in healthcare. We get so stuck on the science that we've forgotten why we're here, which is because we care. Christie helps return us to that.*