

# John Nance

## Founding Board Member of the National Patient Safety Foundation, Aviation Analyst, Author, Veteran

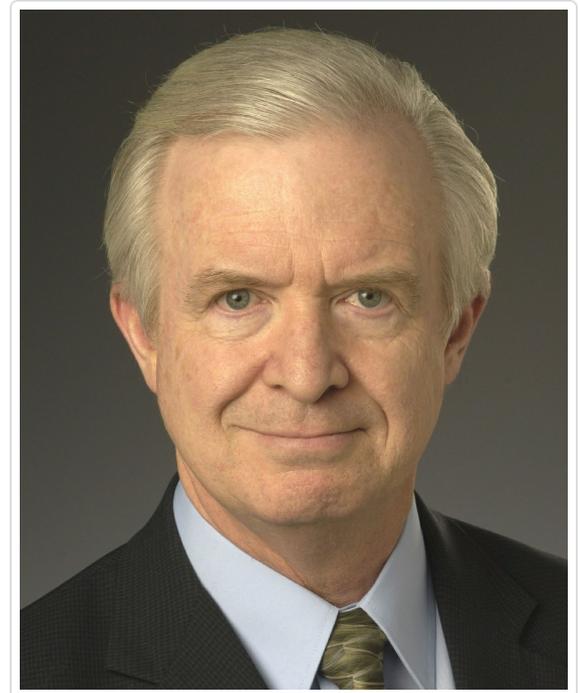
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### Topics

- Healthcare
- Healthcare Policy
- Leadership

### About John Nance

One of the key thought leaders to emerge in American Healthcare in the past decade, John J. Nance brings a rich and varied professional background to the task of helping doctors, administrators, boards, and front-line staff alike survive and prosper during the most profoundly challenging upheaval in the history of modern medicine. Having helped pioneer the Renaissance in patient safety as one of the founders of the National Patient Safety Foundation in 1997, his efforts (and healthcare publications) are dedicated to reforming American Healthcare from a reactive cottage industry to an effective and safe system of prevention and wellness. A lawyer, Air Force and airline pilot, prolific internationally-published author, national broadcaster, and renown professional speaker, John's leadership is propelled by a deep commitment.



As a native Texan, John grew up in Dallas where he earned his Bachelor's Degree and a Juris Doctor Degree from SMU, and is still a licensed Texas attorney. Named Distinguished Alumni of SMU for 2002, and distinguish Alumni for Public Service of the SMU Dedman School of Law in 2010, he is also a decorated Air Force pilot veteran of Vietnam and Operations Desert Storm/Desert Shield and a Lt. Colonel in the USAF Reserve, well known for his pioneering development of Air Force human factors flight safety education, and one of the civilian pioneers of Crew Resource Management (CRM). John has piloted a wide variety of jet aircraft, including most of Boeing's line and the Air Force C-141, and has logged over 13,900 hours of flight time since earning his first pilot license in 1965, and is still a current pilot. He was a flight officer for Braniff International Airlines and a Boeing 737 Captain for Alaska Airlines, and is an internationally recognized air safety advocate, best known to North American television audiences as Aviation Analyst for ABC World News and Aviation Editor for Good Morning America.

Before joining ABC, John logged countless appearances on national shows such as Larry King Live, PBS Hour with Jim Lehrer, Oprah, NPR, Nova, the Today Show, and many others. He is also the nationally-known author of 20 major books, including the acclaimed *Why Hospitals Should Fly* (2009), and, with co-author Kathleen Bartholomew, *Charting The Course* (2012), plus five non-fiction: (*Splash of Colors, Blind Trust, On Shaky Ground, What Goes Up and Golden Boy*) and 13 international fiction bestsellers: *Final Approach, Scorpion Strike; Phoenix Rising; Pandora's Clock; Medusa's Child; The Last Hostage; Blackout; Fire Flight; Saving Cascadia; and Orbit*. *Pandora's Clock* and *Medusa's Child* both aired as major, successful two-part mini-series on television. (*Why Hospitals Should Fly* won the prestigious "Book of the Year" award for 2009 from the American College of Healthcare Executives).

John J. Nance has become one of America's most dynamic and effective professional speakers, presenting riveting, pivotal programs on success and safety in human organizations to a wide variety of audiences, including business corporations and healthcare professionals. Together with fellow author Kathleen Bartholomew (*Charting the Course and Ending Nurse-to-Nurse Hostility - Why Nurses Eat their Young and Each Other*), the two of them are highly sought after for their watershed presentations to boards, senior leaders, physicians, nurses, and staff on Quality and Patient Safety. He is a pioneering and well-known advocate of using the lessons from the recent revolution in aviation safety to equally revolutionize the patient safety performance of hospitals, doctors, nurses, and all of healthcare. He lives in Friday Harbor, Washington. (2012)

### Select Keynotes

- **Takeoff - Charting the Course: Launching Patient-Centric Healthcare**

This dynamic lecture takes you with great clarity into the heart of exactly what steps must be taken by senior and middle management to lead your people to break free of the "Way we've always done it" syndrome. It gives virtually everyone in the American Healthcare setting a crystal-clear understanding of what has to be done, and in what order, to create a unified institution whose members from bottom to top are truly dedicated to zero harm, the highest quality of care, communication, teamwork in its highest expression, and a common level of ownership. In fact, sparking that deep feeling of ownership in everyone is a key focus. Understanding why it has been so difficult to bring the staff and the

physicians together and how to end Medical Apartheid is a key, and the overall picture will be clearly explained and demystified.

- **The 8 Major Dysfunctionalities of America's Healthcare Non-System**

This lecture covers in completely up-to-date fashion not only the national shift in insurance methods, but the particulars of why the overarching goal of reform will never work without changing from fee-for-service community. Healthcare must transition, and fast, to a true system that is compensated more when needed less by an increasingly healthy population. The role of doctors and nurses and hospitals should be to improve health. The present system, however, cannot stay afloat financially if the number of patients needing its services drop significantly. Therefore, we have an upside down non-system that will only reward practitioners and hospitals if the public health does NOT improve (and the numbers of patients do not diminish). How we change that system into the "Firehouse Model" in which healthcare is compensated on an increasing basis for decreasing health problems resulting from their efforts is a key focal point of this talk, since the future of American Healthcare literally depends on finding the right answers (and methods).

- **The Board's Pivotal Role in Patient Safety**

This lecture will revolutionize the way your board looks at its duties, and will delve deeply into the cause-effect relationship of the board's actions or inactions and the right of their hospitals patients to be free from unreasonable risk of inadvertent harm. With patient safety disasters (i.e. medical mistakes) now the 4th leading cause of death in the United States, these issues must be faced and acted on, not just debated. This is a pivotal wakeup call presentation best utilized in off-site board retreat settings.

- **The Medical-Legal Mess, and How It Indirectly Kills Patients**

This lecture outlines how Mr. and Mrs. America have been completely disenfranchised by the current "Med Mal" system, and how the cure will require pulling the tort system completely away from the incidents of the medical MIS-practice-good people making human mistakes in a imperfect system.

In the meantime, untold information that could save lives is kept sequestered from the rest of the medical community through paralytic fear of being sued.

- **Why Hospitals Should Fly - The Ultimate Flight Plan To Patient Safety and Quality Care**

This presentation builds on the reality that American Healthcare is, in fact, a gigantic and complex Non-System, and that to achieve real patient safety and quality of care in such a chaotic environment requires building healthcare for the first time into a coherent, interactive system. Inclusive in this revolutionary approach is the fact that the American Hospital cannot serve the patient's best interests as long as it continues in the tradition of Ben Franklin (the creator of the first American Hospital) as an institution built only for doctors, not patients. The hospital MUST become a true unified entity in which even the outside physicians consider themselves an integral and proud part of the team - rather than independent practitioners merely renting space for their patients in a farmer's market. In addition, this lecture highlights the essential role of the physician AS a leader (rather than a commander) in orchestrating the amazingly effective shift to Collegial Interactive Teamwork based on open communications, caring and trust. How the hospital board and C-suite become essential to this process of change - and how it can all be torpedoed by a chief financial officer who refuses to understand the broader human effects of each cost-cutting decision - will upend your previous understanding. Why Hospitals Should Fly has become a runaway best seller in healthcare worldwide, and this presentation - recommended for 1.5 to 2.0 hours - not only explains why, but rallies the troops for immediate change.

### Select Book Titles

- **2013:** Charting the Course
- **2011:** Orbit
- **2008:** Why Hospital's Should Fly