

Pacesetters / 2020

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“MEN CAN ONLY REPRODUCE HUMAN LIFE, BUT THE HOLY SPIRIT GIVES NEW LIFE FOREVER.” JOHN 3:6

GOODNESS, KINDNESS, LINCOLN, AND LEE. The Civil War was without doubt the most difficult time in the history of the United States of America. Abraham Lincoln was not a popular president. Things got worse when he took a stand against slavery. Soon battle lines were drawn that pitted North against South, brother against brother, and neighbor against neighbor. Lincoln directed the northern armies in an attempt to keep the United States one nation. He went through one general after another until General Grant was appointed. His leadership brought the Southern states to surrender. The death toll exceeded 650,000 with hundreds of thousands maimed for life. The South had one General who was respected by people from the North and the South. General Robert E. Lee was not just a soldier but also a Christian gentleman. When the bloody war that claimed over three-quarter million lives was over General Robert E. Lee said the following:

“I surrendered as much to Lincoln’s goodness as to Grant’s armies.”

After the war was over it was difficult for even the churches to begin interracial worship. The story is told of a medium size non-intergraded church that was full on Sunday morning shortly after the war ended. When the invitation was given to come forward to pray a lone black man walked to the front and knelt to pray. The crowd was shocked and still hurting from losses connected with the war. They had never seen a person of color in their church much less step forward to pray. While everyone was thinking of what to do next a white haired man with the perfect posture of a soldier slowly began to walk forward. When he reached the front he knelt next to the man of color. That man who walked so erect and dignified was General Robert E. Lee. And that single act set the stage for many churches in the south to begin to accept as brothers and sisters people of every color.

- *Happiness comes to those who are fair to others and are always just and good.”
Psalms 106:3*
- *“When the Holy Spirit controls our lives He will produce this kind of fruit in us: love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self-control.” Galatians 5: 22,23*
- *“He will give eternal life to those who patiently persevere in doing good.”
Romans 2:7*

NEXT SUNDAY – LUNCH CELEBRATION AFTER CHURCH AT HAL POE’S CLUBHOUSE.

Fred Ordonez is leading the planning for a time for everyone to eat, visit, and tell stories. People have signed up to bring enough food that you everyone can bring yourself, family, and friends. Chef Extraordinaire Roger Matt will be at the grill to custom cook

your choice of meat. For more information and/or directions to the Clubhouse please call Fred Ordonez at 480-963-4903 or 602-818-3382.

KINDNESS IS FREE When it comes to a patient's evaluation of a hospital stay, you'd think that "getting well" was the heart of the matter. WRONG! In one massive survey, Press Ganey Associates, the masters of evaluating hospital patient satisfaction, questioned 140,000 former patients at 225 hospitals on that topic. They narrowed the data to the 15 most powerful determinants of the patient's reaction to her or his experience.

Not a single one of the Top 15 sources of Patient Satisfaction had to do with the patient's health outcome. All 15, in effect, were related to the quality of the patient's interactions with hospital staff and employee satisfaction among staff members" NONE ... ZERO ... NADA

There is a misconception that kind supportive interactions require more staff or more time and are therefore more costly. Although labor costs are a substantial part of any hospital budget, the interactions themselves add nothing to the budget. Listening to patients or answering their questions costs nothing. Angry, frustrated, or frightened patients may be combative, withdrawn, and less cooperative, requiring far more time than it would have taken to interact with them in a positive way.

The big lessons here are several:

1. The positive qualities of staff interactions were more memorable than whether or not the health problem was fixed.
2. If the staff is happy the customers are more likely to be happy.
3. Not only is quality free but also doing the quality bit right actually reduced costs, often dramatically.
4. Conclusion ... Kindness is free. --Paraphrased - Frampton, Gilpin, Charmel – *Putting patients First*

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APPLYING BIBLICAL TRUTH FOR VICTORY
TODAY AND OPPORTUNITY TOMORROW

CHURCH OF THE NAZARENE

Home of Award Winning Chandler Christian School
301 N. HARTFORD ST.
CHANDLER, AZ 85225

Next Sunday ...

THE RED LETTER WORDS OF JESUS

MULTI-GENERATIONAL BIBLE STUDY
9:15 COFFEE/GOODIES
9:30 PRAISE AND THANKS GIVING
1:00 FAMILY FOOD AND FUN
9:45 LIFE ... AS DESIGNED BY GOD