

## Connected at the joints

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# CONNECTED AT THE JOINTS

## CALIBRATING KNOWLEDGE, MORALS AND HEALTH CARE

1. In their quest to find the secret to sustainable care, policy makers and health science researchers (run the risk of) overlook(ing) the mundane, though creative and innovative, work of medical professionals in consultation and in meeting rooms.
2. The invisible work conducted to make organizational processes run smoothly does not only consist of making schedules and furnish meeting rooms with white boards and chairs, but also of sufficiently aligning differing morals and knowledge practices.
3. An effective transition to sustainable care requires inclusion of the diverse understandings of what a fair treatment in health care entails.
4. The widespread use of questionnaires to assess practices is yielding great amounts of data with limited potential for insight and learning.
5. Learning to provide patient-centered health care is not a matter of acquiring knowledge about which boxes to tick, but rather one of reflecting and learning on how it is done in practice.
6. Knowledge integration in health care should not be about providing an increasingly comprehensive image of the body, but rather about creating a Picasso-style painting of it. Instead of striving for homogeneity of knowledge, we need to safeguard heterogeneity in the knowledge practices of integrated care.
7. The potential of nudging does not lie in bypassing rational capacities, but in turning them on.
8. “It is not from the benevolence of the” medical professionals that we expect proper health care, nor “from their regard to their own interest”, but from their professional and personal involvement with the work itself and the patients they intend to help.  
*Variation on Adam Smith*
9. It is exceptional nowadays for PhD candidates to finish their dissertation unscathed. If universities want to keep the caring, considerate, creative and passionate researchers needed for making educational, research and organizational processes run at all, the structural and social conditions of junior and PhD work need to be improved urgently.