

Strategic Reflections Practice

1. *"I can't get my staff to follow through on some of our basic functions, how do you expect me to get them to follow through on yours?"*

2. *"Donation is so rare in our hospital that it is just not on our radar. We have so many other priorities that we are attending to."*

3. *"I'm sorry, I have had negative experiences with your company and I'm not supporting your work."*

4. *"My teams are overwhelmed with all we have to manage, we don't have time to sit down with you and talk through all of this. Put it in an email and I'll send the information out."*

5. *"There is not a lot of support for this above me, and I don't want to increase the work load on people I manage."*

6. *"Do you understand these are electronic medical records? We can't let you just have access to them. We abide by HIPAA laws. We have never done it before and I don't see it changing anytime soon."*

7. *"Your company is so disorganized, and I'm done trying. I actually unregistered as a donor because of you all."*

8. *"I hate to say it, but if I bring this up, it will end up on my plate, and I don't have the bandwidth."*

9. *"Please don't presume to tell me about extubating. I'm the doctor, that is my decision."*

10. *"The nurses are not skilled enough to handle donations. That is an unrealistic expectation."*
