

Executive blog post – Emily Moorhead

Human connection is the foundation

As the pace and fullness of modern life accelerates, it can leave us feeling isolated, making the connections we do share become all the more significant. We unconsciously absorb each other's energy, adopt the temperament of those around us, and can be changed by even brief encounters. Everything we say or do has the potential to affect not only the individuals we live, work, and play with, but also those we've just met.

While we may never know the reach or impact of our influence, recognizing that our actions and attitudes affect others can guide us to always conduct ourselves with grace. By choosing to be friendly, helpful, and responsive, we create an atmosphere that uplifts and inspires.

When we pause to contemplate how our way of being affects the people around us, we begin to see ourselves more clearly through the eyes of others. Asking ourselves whether the people we encounter feel appreciated, respected, and seen helps heighten our awareness of the effect we have. Something as simple as a smile can brighten someone's day. A thoughtful word can help shift another's perspective. Small gestures of kindness can remind even the most disheartened that goodness still exists. By simply being ourselves, we influence others in ways both subtle and life-altering.

In every interaction, how we behave can matter as much as who we are. When we express warmth, patience, and a genuine passion for life through our expressions, tone, and words, we create a space where others feel at ease—with themselves and with us. Every encounter leaves an imprint, and we may never fully know how deeply we've touched another life, whether in small or significant ways.

When it comes to healthcare, human connection is still the most powerful medicine we offer. We live in an age of remarkable medical innovation with advancements we could have only imagined a decade ago, yet healing doesn't begin with a test result or a treatment plan—it starts with a conversation and a sense that someone truly cares. When people feel seen, heard, and valued, outcomes improve. Trust deepens. Teams thrive. And the experience of giving and receiving care becomes more meaningful.

This belief isn't just rooted in philosophy, it's revealed in practice. In every role across our hospital, we ask: How do we make space for connection? How do we create environments where patients, families, caregivers, and team members feel supported and respected? That's because human connection is not a soft skill, it is a strategic imperative.

Healthcare is fundamentally human. While we celebrate the role of data and devices in diagnosing and treating illness, what patients remember most is how we made them feel. That feeling of connection builds trust, and trust drives everything—from medication adherence to satisfaction scores to team morale. When we prioritize relationships, we not only provide better care, but we also create a memorable experience. No matter how much technology evolves, the most powerful breakthroughs will always begin with human connection.

For more on the vital role of human connection in delivering compassionate, high-quality care in today's complex healthcare environment, [read my Fast Company interview](#) with Lorraine Segil, founder, chair and CEO of the Exceptional Women Alliance (EWA).