

## **Raise our Standards**

One thing I have been impressed with over the past four plus years have been the desire by this board to improve EDV, by increasing our standards and expectations, never to be satisfied with the status quo, or necessarily how things were conducted in the past.

The following is just a few high points, a very brief, synopsis of how we have been increasing our standards and improving the operations of our facility. Then we will look at Mary Baker Eddy's words and works.

1. The board has successfully identified capable and stable individuals to serve on the board. Not too long ago, there was great instability of board members, some coming and going quite regularly, at one point not too long ago, there were only three board members. This instability obviously led to much instability in the organization, a lack of nurses, lack of patients, and financial difficulties. Now we see stability on the board composed of capable individuals, who also do get along with each other. The facility has made great strides in staffing, improving occupancy, and financially conditions are definitely much improved from the time period of four or more years ago.
2. This board has also set higher standards in regards to how it conducts business and has been very conscious of its legal obligations just to name only one facet. In this regard, in exercising our fiduciary legal obligations, much time and effort has been placed in working with management in revising the personnel policies, improving employee benefits, revising the patient application form, formalizing a benevolence policy, developing additional services to offer, etc. Again, by improving our standards in these areas has resulted in a more stable organization in regards to employee stability and morale and occupancy.
3. The board has set a higher standard in the desire to increase the nursing staff. Only a few years ago, it was felt and said publicly and questioned why a nurse would be attracted to moving to Phoenix and work at EDV. With that attitude, it is no wonder we had a problem in identifying nurses to join our staff. A higher standard was placed upon our DON to identify nurses and increase our nursing staff. Higher expectations were raised, and as a result, there has been improvement in meeting our staffing requirements.
4. One last item that will be named in setting higher standards is financial reporting and development activities. Not too long ago, the board was satisfied with only receiving limited financial reporting, and made little effort in addressing financial stability. Now our eyes are open to

our current and projected financial positions, and efforts are being made to address long-term financial stability. The development process at the moment is just in its beginning stage, and in time we would expect to see the fruits of our labor.

Just four areas were chosen for examples of setting higher standards and expectations (board stability, legal obligations and program development, staffing, financial reporting and development). Only a couple examples were offered in each category. This quick summary of board activity was not meant to be all inclusive, since there would be more categories than the four listed, and many more examples to cite in each category. This just gives a flavor of the board's attempt to set higher standards, and raise expectation levels, and not be satisfied with the status quo.

Again, the purpose of setting higher standards and rising expectations is to improve the efficiency of the organization, show to the field we are good stewards of the operation and financial affairs of the corporation, offer an environment to induce and increase patient healing, improve occupancy, improve management, stabilize and improve staffing, and in time to stabilize the facility's long term financial requirements.

This paper has been addressing management, and focusing upon one aspect – Higher Standards. Now lets shift gears and see how Mary Baker Eddy addressed management and we will focus upon only one area – her household.

*(We Knew Mary Baker Eddy, Third Series, P40).* Calvin C. Hill stated, "I knew that the qualities of thought required by our Leader in her helpers included love, orderliness, promptness, alertness, accuracy, truthfulness, fidelity, consecration, and humility. In her personnel interview with prospective helpers, I have known many cases in which she clearly discerned their thought and character at the first meeting."

*(We Knew Mary Baker Eddy, First Series, P13).* John C. Lathrop stated, "Mrs. Eddy was very methodical, very orderly about everything. She never procrastinated. She never put off till tomorrow the work she could do today. She did it *now*, and expected her followers to do the same. One day she called me to her study and asked me if I was doing my work. I replied, "I am trying to do it, Mother." She repeated her question. I replied as before, and attempted to explain. She said, "Stop, stop!" and gave me one of her penetrating looks which went right through one. "I asked you if you were doing what I gave you to do. You replied, "I am trying to do it." Now you are either doing a thing or you are not doing it. Were you doing a thing or you are not doing it. Were you doing it?" "No Mother, I was not doing it," I replied. She said quickly, "When are you going to do it?" "Now", I replied. "Let me see you do it now", she said sternly."

*(We Knew Mary Baker Eddy, Fourth Series, P94).* Martha W. Wilcox wrote, “You have all heard many things about Mrs. Eddy’s exactness and orderliness of thought and action. She showed forth to an unusual degree the exactness and divine order of God-her Mind, and she required perfection of thought and action from those of her household.”

“Even the different lengths of pins had their respective corners in her pincushion and she took out the pin she needed, without taking out and putting back different lengths. No one would have thought of changing a pin in her pincushion. Mrs. Eddy believed that if one’s thought was not orderly and exact in the things that make up present consciousness, that same thought would not be exact enough to give a treatment or use an exact science.”

*(P95).* “I had not been there long until she asked me to make her bed every morning for a month and turn down the upper sheet exactly two and one half inches. She required that we place the furniture just so, and we were to express dominion in all things, and whether the potatoes to be baked were large or small, they were to be neither overdone nor underdone at the proper time - and mealtime never varied a minute in her house. The meals were exactly on time.”

*Last citation: (P96).* “When night came and I had tucked her in bed, I said – “Mother, I did not forget once nor make a mistake, did I?” She smiled up at me from her pillow and replied, “No, you didn’t.” That night, about midnight, she rang my bell. I went to her and asked what she wanted. She said, “Martha, do you ever forget?” I replied, “Mother, Mind never forgets.” Then she said, “Go back to bed.” Mrs. Eddy always required us, whenever possible, to answer her questions with the absolute statement of science.”

The first part of this paper showed a few efforts on the board’s behalf to set higher standards and to raise expectations. The second part of this paper clearly demonstrated Mrs. Eddy’s desire for exactness, and perfection to be actively demonstrated in the daily duties of her household staff. She did place very standards, and held out for high expectations for performance of these standards by her staff. She did set very high standards for metaphysics and its application to the daily tasks assigned.

It is clear, that Mrs. Eddy demanded that her staff not only be strong metaphysicians, however, also to actively demonstrate ones perfection in the daily tasks at hand. Mrs. Eddy was a taskmaster, and it would not be wrong for us to follow her example.

Let us pray that EDV will continue in its path for increasing our standards and rising expectations of our performance. Only good can result from such

an effort resulting in providing for an improved environment for healing, increased demand for our services, improving stability in staffing and board members, and long term financial stability. Our metaphysics must be utilized and demonstrated in our daily tasks at hand.

Mrs. Eddy states in *Science and Health on page 426:5-8*: “The discoverer of Christian Science finds the path less difficult when she has the high goal always before her thoughts, than when she counts her footsteps in endeavoring to reach it.”

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