



BoomerAlert!

Designing the Medical
Care of Our Future

What is Our Story???

Maureen and Paul Flanagan are Baby Boomers on a mission to focus attention on the need to re-invent how the medical community “operates.” The task is enormous, but their experience as consultants both in change leadership and communication have convinced the Flanagans that, if people pool their ideas, midwifing change is possible.

Paul is president of [Christopher Technology Consulting](#). He advises executives on the strategic use of technology and the application of “best practices” to their business processes. Together, Paul and Maureen consult on surviving the process of change and the leadership methodology and attitudes required for a successful transition.

Maureen is retired from teaching Communication at Old Dominion University in Norfolk, Virginia. She facilitates workshops in management and interpersonal communication through her company, [Unlock the Box Seminars](#).



It was the couple’s experience as caregivers to Paul’s mother that sensitized them to the problems associated with dependency and long term care. Paul’s expertise in business process re-engineering alerted him to inherent problems with the distribution of meals and medications. Maureen’s awareness of the importance of ongoing, transparent communication pinpointed the consequences of inaccurate message transfer, hearing impairment and cultural/language differences.



Too few staffers, inefficient processes and archaic systems that subject the ill to long periods of waiting persuaded Paul and Maureen that every patient must have an aide/advocate 24 hours a day, but that relying on this family provided care in the institutional setting is no way to run a health system. A constant specter was the realization that this is the future all of the Boomer generation unless things change now.

BoomerAlert! exists to challenge the assumptions of the present and encourage innovations that will transform the future.