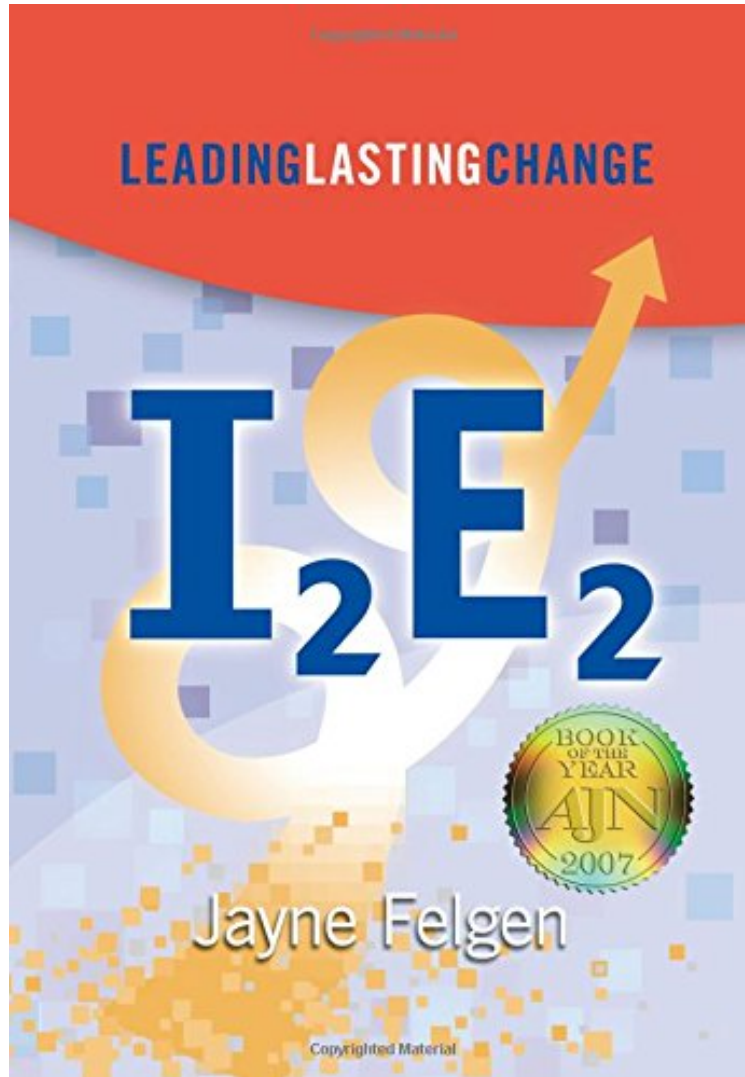


I2E2: Leading Lasting Change

Jayne Felgen

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Jayne Felgen's *I2E2* formula is an exceptional model which leads you through a practical, logical and business-grounded approach to change. Inspiration may be the first step; however *I2E2* is inspiration in itself! --Rosanne Raso, RN, MS, CNAA, Senior Vice President, Lutheran Medical Center, Brooklyn, NY
About the Author: Jayne Felgen, MPA, RN, has the gift of creating clarity out of chaos and discovering practical solutions that benefit patients as well as families. Her approach is data driven, grounded in appreciative inquiry, organizational principles, along with strong process skills. She is passionate about patients and families, those who touch them as care providers, and the systems that value and support the therapeutic relationships at the core of care delivery.