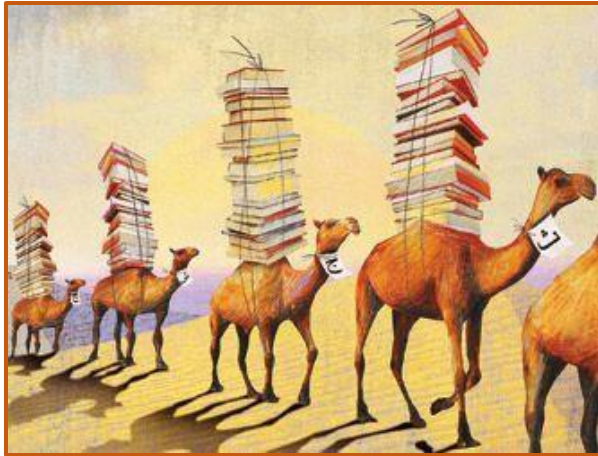


## 117,000 Books on Camel Backs



Historians have related the heartwarming story of Abdul Kassem Ismael, the scholarly grand-vizier of Persia in the 10<sup>th</sup> century, and his library of 117,000 volumes.

Isaac Asimov's *Book of Facts* reported that on Ismael's many travels as a warrior and statesman, he never parted with his beloved books. They were carried about by 400 camels trained to walk in alphabetical order. His camel-driver librarians could put their hands instantly on any book their master asked for.

And that, dear readers, is the ultimate in organization!

Organization, of course, is critical to any entity – and it is certainly true in health care and hospitality with all the legal, regulatory, ethical standards and customer service demands we face.

But here is another very important consideration:

In his book *Harvest of Humanity*, John Seamands told about a German soldier who was wounded. He was ordered to go to a military hospital for treatment. When he arrived at the large and imposing building, he saw two doors. One was marked “*For the slightly wounded*” and the other “*For the seriously wounded.*”

He entered through the first door and found himself going down a long hall. At the end of it were two more doors – one marked “*For officers*” and the other “*For non-officers.*” He entered through the latter and found himself going down another long hall.



At the end of it were two more doors, one marked “*For party members*” and the other “*For non-party members.*” He took the second door, and when he opened it, he found himself out on the street.

When the soldier returned home, his mother asked him, “How did you get along at the hospital?”

(more)

“Well, Mother,” he replied, “to tell the truth, the people there didn’t do anything for me, but you ought to see the tremendous organization they have!”

The lesson?

It’s obvious. We can get so caught up building an organization that it becomes more about the organization than the people it was created to serve.

As much as we need organization in Life Care and Century Park, let’s not forget that our business is people. Residents are our highest priority, and our associates are our most important resource in delivering their care.



*But all things should be done decently and in order (1 Corinthians 14:40 ESV).*

– Beecher Hunter