

William T. Choctaw

Transforming the Patient Experience

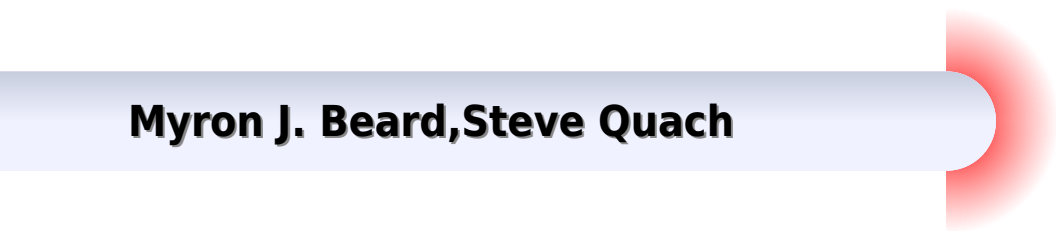
A New Paradigm
for Hospital and
Physician Leadership



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Transforming The Patient Experience A New Paradigm For Hospital And Physician Leadership

Myron J. Beard, Steve Quach



Transforming The Patient Experience A New Paradigm For Hospital And Physician Leadership:

Transforming the Patient Experience William T. Choctaw, 2015-10-29 This book provides an organizational model of the common ground needed to improve patient care and adapt to today's healthcare environment. The relationship between a hospital CEO and a general surgeon and how they aligned, motivated and partnered with physicians to change the culture of a hospital and implement patient-oriented systems is the essential element of this text. Sustainable transformation processes will also be presented for the various roles and contributions of the healthcare team. Written from a team perspective, *Transforming the Patient Experience* is a practical guide for healthcare team members and leaders to follow.

The Interiors Theory Primer William Mangold, 2025-07-31 In a world where life is increasingly defined by the spaces we inhabit, understanding interiors is essential to understanding ourselves. *The Interiors Theory Primer* maps the intellectual terrain of interior design and spatial experience, introducing readers to key concepts that shape how people occupy interior spaces. Organized into three parts, this book begins with foundational concerns such as place identity, materiality and atmosphere, and then examines the boundaries and expertise of the discipline before turning to critical and emerging topics like biophilia, virtuality and social justice. Each chapter presents a focused literature review of a major theme in interiors theory, supported by key design precedents and suggestions for further reading. Drawing on a wide range of scholarship, *The Interiors Theory Primer* offers a coherent framework for understanding interiors as a distinct interdisciplinary field deeply embedded in the human condition. Accessible to students, useful to professionals and provocative for scholars, *The Interiors Theory Primer* argues that the designed environments in which we live, work and gather deserve greater attention, not only for their aesthetic and functional qualities but also for their powerful role in shaping contemporary life.

Transforming Leadership, Improving the Patient Experience Alan T. Belasen, Ph.D., Barry Eisenberg, Ph.D., Jill Borgos, Ph.D., 2024-02-27 This book focuses on the patient experience as a leadership strategy. It explores the relationships between coordinated care, expert leadership, provider-patient communications and the patient experience. When clinical and nonclinical staff collaborate effectively, healthcare teams can improve patient outcomes, prevent medical errors, improve efficiency and increase patient satisfaction. Surprisingly, however, healthcare leaders tend to prioritize specific metrics to improve hospital performance and patient satisfaction, even though patient experience and provider-patient communications are intertwined. Determining the most effective strategy for achieving higher levels of service quality and patient satisfaction can prove elusive for providers. Consider the evidence: a survey in 2012 of more than 17,000 healthcare leaders in North America, for example, found that leaders' perceptions did not always match the data, and many hospital leaders overestimated the performance of their hospitals. Over 75% of the hospital leaders reported quality of care was something their hospital did well while their patients, on average, rated them lower on perceived service quality. Ten years later, in 2022, only a few providers integrated best practices to achieve high patient satisfaction, which severely impacted CMS Hospital Star Rating.

This has significant effects on profit margins since patients consider the star rating differentials in their choices of hospitals and are willing to pay upward of 17% extra for treatments in 5 star hospitals a revenue generating source of income at times when hospitals have seen falling revenues down 4 8% and rising labor up 37% from pre COVID 19 pandemic levels To reduce the gap between perception and reality hospital leaders can consider the link between communication goals e g responsiveness of hospital staff pain management communication about medicines and outcomes e g increased adherence and compliance readmission healthcare delivery costs hospital overall ratings as well as improve the patient experience When intentions and outcomes are aligned they create a powerful medium by which healthcare leaders can evaluate the gaps that exist between patient care measures and best practices and mitigate organizational or technological factors relevant to improving the patient experience When the alignment is optimal care teams develop a better sense of shared purpose become more committed and accountable and work together to improve the patient experience When accomplished patients participate more fully and actively in the exchange and are discharged with an enhanced commitment to carry out care management requirements Key topics in this practical guide include provider patient communications demonstrating the value of patient focused care how physician and nurse executives use synergy as a strategy engaging board members in promoting quality and safety goals and in developing hospital community partnerships building bridges between physicians administrators trustees and hospital staff and developing a leadership pipeline

Medical Leadership Jill Aylott, Jeff Perring, Ann Chapman, Ahmed Nassef, 2018-10-17 Today's health care systems need doctors and consultants to act as leaders within the multi disciplinary team in addition to carrying out their clinical role This book identifies the key elements of successful leadership through medically led service development and systems transformation and shows how this benefits patient care particularly when patients become partners in the process The authors provide a conceptual framework of medical leadership and a set of scientific methods and tools that make a significant contribution to advancing quality and transforming services in healthcare On top of this they present analytical tools which medical professionals can use to support their own improvement or system transformation strategy including ways of measuring improvement and the returns on investment of medical leadership Woven throughout the book are real life case studies from medical leaders across the world providing students with valuable practical insights Chapter summaries and reflections are provided to support learning Medical Leadership will be essential reading for students on medical and clinical leadership courses internationally as well as for all practising doctors consultants and General Practitioners

Transforming the Heart of Practice Dianne E. McCallister, Ted Hamilton, 2019-07-18 This unique step by step guide offers a comprehensive exploration of burnout and physician wellbeing a vital issue that steadily has become widely discussed in the professional and mainstream press More than twenty chapter authors contribute to this multidimensional volume including physicians psychologists researchers healthcare administrators chaplains professional coaches and counselors Section one of the book establishes context

provides a brief overview of the phenomenon of physician burnout establishes its validity and makes a case for the reason it has emerged as a critical issue in American healthcare Section two provides a rationale for healthcare institutions hospitals physician groups medical associations to make a commitment to physician wholeness while section three then starts the process of delineating a step by step curriculum to address the dilemma providing additional detail and personal experience direct from the frontlines of combatting burnout Section four focuses on developing and sustaining a healthy professional culture that is aligned with the mission of the organization and section five addresses the spiritual component of physician wholeness Section six concludes the book with two personal essays that poignantly express the nature of two common experiences affecting physicians that require uncommon insight patience courage Transforming the Heart of Practice is a major contribution to the literature and will serve as an invaluable resource for anyone concerned with addressing this crisis in American healthcare

The DNA of Physician Leadership Myron J. Beard, Steve Quach, 2019-11-21 Physicians are increasingly moving into leadership roles and possess enormous potential to advance health care However clinical training and practice does not provide the necessary skills for a transition from clinician into physician leader In fact the very skills that make for an outstanding physician often compete or interfere with the skills required to be successful in wider leadership roles The authors provide the aspiring physician leader with the understanding of what is required to be a successful physician leader and the tools necessary for the transition including Understanding the business of health care Recognizing physician leader psychology Establishing influence the bedrock of leadership Creating a compelling strategy Developing high performing teams Delegating to maximize leadership impact Communicating for effectiveness Negotiating for maximum benefit This book is practical and realistic with case studies and recommendations on how to make the changes necessary to transform into a successful and fulfilled physician leader

Developing and Engaging Clinical Leaders in the “New Normal” of Hospitals Federico Lega, Angela Pirino, 2022-09-14 Providing a systematic review of previous literature about the increasingly worrying challenge in transforming doctors to clinical leaders Lega and Pirino offer a qualitative analysis of different countries facing the issue of training this hybrid role

Leadership and Nursing Care Management - E-Book Diane Huber, 2017-07-26 Updated Chapter on the Prevention of Workplace Violence emphasizes the AONE Joint Commission's and OSHA's leadership regarding ethical issues with disruptive behaviors of incivility bullying and other workplace violence Updated Chapter on Workplace Diversity includes the latest information on how hospitals and other healthcare facilities address and enhance awareness of diversity Updated Chapter on Data Management and Clinical Informatics covers how new technology helps patients be informed connected and activated through social networks and how care providers access information through mobile devices data dashboards and virtual learning systems

Leadership for Health Professionals: Theory, Skills, and Applications () (Jerry) R. R. R. Ledlow, James H. Stephens, 2017-02-09 Leadership for Health Professionals Third Edition is the first textbook of its kind to apply classical knowledge of leadership theory and time

honored best practices of industry leaders to a health organization context This comprehensive and well organized text is grounded in real world applications of theoretical concepts and focuses on practical examples of leadership in actual healthcare scenarios

Leadership for Health Professionals: Theory, Skills, and Applications Gerald R. Ledlow, (Jerry) R. R. R. Ledlow, Michele Bosworth, Thomas Maryon, 2023-01-10 Leadership for Health Professionals Theory Skills and Applications applies classical knowledge of leadership theory and time honored best practices of industry leaders to a health organization context Themes of leadership principles applications and constructs such as organizational culture cultural competency ethical frameworks and moral practice scientific methodology leader competencies external and internal assessment and evaluation communication planning decision making employee enhancement and knowledge management are woven through the entire text

Successful Business Model Transformations in Disruptive Times Thomas Rudolph, Markus Schweizer, 2024-06-17 The authors offer solutions for established corporations facing disruptive challenges Based on extensive research and discussion a unique management approach the High 5 approach has been developed to promote successful self disruption in established corporations At the center of this approach is the transformation of the core business The book supports the idea of permanent self disruption as the key to success for established players Successful Business Model Transformations in Disruptive Times is aimed at the management of various industries This book provides managers in established corporations with a theoretically sound and practical guide

The Physician Leader's Guide Richard Burton, 1998 The Physicians Leader s Guide Second Edition was updated and expanded to help you and your staff define your challenges organize your expanding responsibilities and take your performance to new levels Edited by Richard Burton MD MBA PhD this time saving resource includes 15 additional all new skill building chapters to help you excel in your leadership role From developing effective negotiation skills as a physician to handling information systems in clinical practice to using medical practice guidelines and evidence based medicine to improve care you ll see how your colleagues in the healthcare industry mastered the very same challenges you face and how you can do it too

Police Leadership in the 21st Century Robert Adlam, Peter Villiers, 2003-01-01 This title looks at the extensive research on the topic of leadership and concludes by suggesting certain simple but fundamental rules or Golden Rules for police leaders

Pursuing the Triple Aim Maureen Bisognano, Charles Kenney, 2012-05-01 Written by the President and CEO of the Institute for Healthcare Improvement IHI and a leading health care journalist this groundbreaking book examines how leading organizations in the United States are pursuing the Triple Aim improving the individual experience of care improving the health of populations and reducing the per capita cost of care Even with major steps forward including the Affordable Care Act and the creation of the Center for Medicare and Medicaid Innovation the national health care debate is too often poisoned by negativity A quieter more thoughtful and vastly more constructive conversation continues among health care leaders and professionals throughout the country Innovative solutions are being designed and implemented at the local level and countless health care

organizations are demonstrating breakthrough remedies to some of the toughest and most expensive challenges in health care Pursuing the Triple Aim shares compelling stories that are emerging in locations ranging from Pittsburgh to Seattle from Boston to Oakland focused on topics including improving quality and lowering costs in primary care setting challenging goals to control chronic disease with notable outcomes leveraging employer buying power to improve quality reduce waste and drive down cost paying for care under an innovative contract that compensates for quality rather than quantity and much more The authors describe these innovations in detail and show the way toward a health care system for the nation that improves the experience and quality of care while at the same time controlling costs As the Triple Aim moves from being largely an aspirational framework to something that communities all across the US can implement and learn from its potential to become a touchstone for the work ahead has never been greater Pursuing the Triple Aim lays out the vision the interventions and promising examples of success

Enhanced Recovery after Surgery and Perioperative Medicine, An Issue of Anesthesiology Clinics, E-Book Michael Scott, Anton Krige, Michael Grocott, 2022-03-06 In this issue guest editors bring their considerable expertise to this important topic Provides in depth reviews on the latest updates in the field providing actionable insights for clinical practice Presents the latest information on this timely focused topic under the leadership of experienced editors in the field Authors synthesize and distill the latest research and practice guidelines to create these timely topic based reviews

Transforming Health Care Charles Kenney, 2010-11-08 For decades the manufacturing industry has employed the Toyota Production System the most powerful production method in the world to reduce waste improve quality reduce defects and increase worker productivity In 2001 Virginia Mason Medical Center an integrated healthcare delivery system in Seattle Washington set out to achieve its compe Introduction to Health Care Quality Yosef D. Dlugacz, 2017-01-04 Introduction to Health Care Quality explores the issues of quality management in today s health care environment and provides clear guidance on new and perennial challenges in the field The idea of quality is examined in the context of a variety of health care situations with practical emphasis on assessment monitoring analysis and improvement Students will learn how to utilize statistical tools patient data and more to understand new models of reimbursement including pay for performance and value based purchasing They will also learn how to learn how to incorporate technology into everyday practice Each chapter centers on an essential concept but builds upon previous chapters to reinforce the material and equip students with a deeper understanding of the modern health care industry Real world situations are highlighted to show the intersection of theory and application while cutting edge methodologies and models prepare students for today s data driven health care environment Health care quality is defined and assessed according to setting with factors such as standards laws regulations accreditation and consumerism impacting measurement and analysis in tremendous ways This book provides an overview of this complex field with insightful discussion and expert practical guidance Health care today is worlds away from any other point in history As the field grows ever more complex

quality management becomes increasingly critical for ensuring optimal patient care Introduction to Health Care Quality helps students and professionals make sense of the issues and provide top notch service in today s rapidly changing health care environment Leading Health Care Transformation Maulik Joshi DrPH,Natalie Erb MPH,Sonia Zhang MPH,Rishi Sikka MD,2015-07-06 A succinct and practical primer on healthcare transformation Leading Healthcare Transformation is a key resource for all clinicians in leadership positions It summarizes high profile healthcare topics and includes a synopsis of the evidence examples lessons learned and key action steps for each topic covered Providing cutting edge insights fro

Brilliant Leadership Alan Belasen,Nicole Pfeffermann,2024-11-13 The need for restructuring and transforming business practices for the benefit of humanity and the environment is a major theme of this book Interactivity and connectedness of people and things data is transforming everything Many organizations even the traditional ones have entered a process of transformation through innovation and rethinking their business models which affects the way leaders communicate lead and co create Brilliant leadership is a new intellectual framework to guide strategists gamechangers senior executives and aspiring leaders This new framework is based on our current work on leadership development and focuses on what it means to become a brilliant leader Brilliant leaders have an authentic personality the willingness to engage people teams inspire others facilitate co innovation and commit to making significant contributions humanity environment ethics and be relevant The framework is also consistent with the United Nations Sustainable Development Goals SDG of ensuring inclusive and equitable quality education fostering innovation and developing a lifelong learning mindset Each chapter of the book is more than a collection of ideas It is a part of the new intellectual framework that describes Brilliant Leadership Each chapter includes a distinct contribution by experts and that at the same time is connected to other chapters through the book s organizing schema paralleling how the different facets of leadership are inseparable from one another Together the chapters present a holistic view of what it means to become a brilliant leader in the transformative digital age The framework demonstrates this connectivity through a theoretical framework our model and a plan book chapters of how to approach the specific research inquiry the tenets of brilliant leadership What makes this new edition unique The book is aimed at providing practical strategies and becoming a source of inspiration for what it means to have a new leadership mindset a brilliant leader who understands how to communicate with empathy and authenticity engage and inspire others shift responsibility into shared commitment and spark learning in a purpose driven innovation culture **From Buddy to Boss, 2nd Ed** Chase Sargent,2018-04-13 Professional development and leadership with you in mind A good friend once said about Chase Sargent that he s a very intelligent man but he sure does tick people off sometimes Sargent doesn t disagree He may have made some people mad but he wishes he had done it more often to get this point across Leadership in all aspects of life is sorely lacking The second edition of From Buddy to Boss Effective Fire Service Leadership reinforces the fact that the fire service is screaming for leaders as men and women discover that leadership is important to their existence and success Being a

firefighter can be tiring and frustrating but it can be rewarding It s not only about the job but also about raising kids managing your life and trying to be a good person attached to God country family and friends says the author Many leaders today are surrounded by external politics hidden agendas fiscal constraints and manipulative people Consider these factors when navigating your career Sargent knows from decades of experience that simply reaching the top of the organizational ladder does not make you a good leader Before he went into teaching this subject It became apparent very quickly that the leadership and human resources training being provided was as scarce as water in a desert and that the re service was thirsty This new second edition includes must read topics on leadership lessons from the War in Iraq knowing death in the fire service and providing leadership in large scale disasters This book will change your life

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