

Reinventing the Patient Experience Strategies for Hospital Leaders



BOOK DETAILS

- Author : Jon B. Christianson
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BOOK SYNOPSIS

"Reinventing the Patient Experience provides the advice and inspiration you need to make significant changes in the way your patients experience care in your hospital."
"The book draws lessons from the experiences of hospitals considered innovators in patient-centered care. This diverse group of organizations illustrates how integrating "high touch" and "high tech" care is possible at hospitals of all types and sizes. You will learn what strategies they put in place, what barriers they faced, how they moved past roadblocks, and what their keys to success were. Leaders from these pioneering organizations share how they tackled various implementation and operational issues in the areas of physical environment, nursing services, complementary therapies, spirituality, leadership, and sustainability."--BOOK JACKET.

REINVENTING THE PATIENT EXPERIENCE STRATEGIES FOR HOSPITAL LEADERS

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