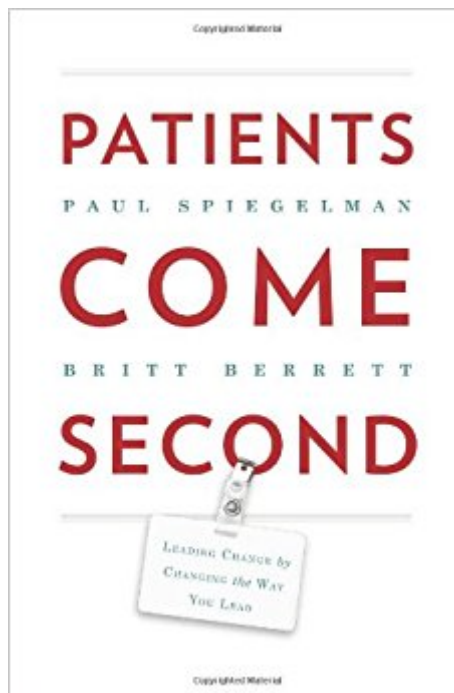




The book was found

# Patients Come Second: Leading Change By Changing The Way You Lead



## Synopsis

Americans enjoy the finest healthcare delivery system in the world, but most people will tell you that we still have a long way to go. Far too frequently, patients leave the doctor's office or hospital feeling confused, angry, or neglected. Healthcare leaders recognize this problem, but in their focus on patients (and sometimes financials), they often overlook the true key to lasting patient loyalty and satisfaction: their employees. *Patients Come Second* shakes up the traditional healthcare model, arguing that in order to care for and retain patients, leaders must first create exceptional teams and find ways to engage nurses, administrative staff, physicians, supervisors, and even housekeeping staff and switchboard operators. By connecting employees' work with a higher purpose and equipping them with the tools to become leaders themselves, patient care can be dramatically transformed. And with continuing healthcare changes on the horizon and ever-rising pressure to acquire and keep patients, doing so now is more important than ever. Britt Berrett, president of an 898-bed hospital, and Paul Spiegelman, founder and CEO of a successful patient-experience company, are the perfect guides to the changes needed in healthcare leadership. With a rich combined experience in their field, they have filled each chapter with an abundance of engaging, insightful stories and write with a humor and friendliness that balances and enhances the urgency of their message.

## Book Information

Hardcover: 208 pages

Publisher: An Inc. Original; 1 edition (March 19, 2013)

Language: English

ISBN-10: 0988842807

ISBN-13: 978-0988842809

Product Dimensions: 5.7 x 0.7 x 8.6 inches

Shipping Weight: 12.8 ounces (View shipping rates and policies)

Average Customer Review: 4.6 out of 5 stars 154 customer reviews

Best Sellers Rank: #36,401 in Books (See Top 100 in Books) #32 in Books > Medical Books > Administration & Medicine Economics > Hospital Administration #4919 in Books > Business & Money

## Customer Reviews

At least one great story of idea for employee engagement on every page! *Patients Come Second* is written in an irresistible style that makes it fun and inspiring to read and hard to put down. I highly

recommend this book to every administrator and manager.-- Fred Lee, author of If Disney Ran Your Hospital  
People are going to read this book, learn from it, and ultimately provide better care to patients.-- David Feinberg, president of the UCLA Health System  
Rarely do you find two seasoned health care professionals provide such candid and real experiences! The fact that both Paul and Britt have demonstrated brilliant results in their organizations is confirmation enough that this book is a must-read for all healthcare leaders.-- Rulon Stacey, former chairman of the American College of Healthcare Executives  
In this gem of a book you will find the road map for creating the best possible workplace for your people. It is based not only on great research but on great personal experiences. Britt and Paul have nailed it! Buy this book!-- Chester Elton, author of The Carrot Principle

No business can effectively take care of its customers before it takes care of its employees. Health care is no different--and that's why patients have to come second.

Everyone entering medical school, nursing school, physician assistants school or any of the other health sciences training programs should read this before starting. Our educational programs are excellent at teaching medical knowledge, however most fall short on professionalism and interpersonal communication skills. This is an excellent primer!!!

Brilliant! I loved this book so much and got so much value out of it, I just bought the Kindle version after reading and underlining every other line in the hardcover version. As a recent cancer survivor, lifelong "perpetual patient" and customer service expert, I have experienced the good, the bad and the ugly when it comes to "patient care". This book convincingly builds the case for more compassionate care being essential to better outcomes, compliance etc, and that in the ever more competitive health "care" business, such care or its lack, will likely mean the difference between success or survival for many medical organizations. More importantly, the authors teach you, from their experience doing so, HOW to go about building a "culture" that will result in the kind of loving care patients want and need in order to remain loyal for a lifetime. NO matter what business you are in, healthcare or otherwise, read this book. LOVE your employees and they will reciprocate in kind with your customers. So simple and yet profoundly accurate and actionable. Well done!

You don't take care of the kids until you put your own oxygen on first! This sums up this powerful book that asks the question - how can you set patient experience as your goal and not know/care

how your employees are doing? They craft a brilliant argument that unless organizational health is addressed it is futile to accomplish any goal(s). They take Lencioni to the next level by showing how caring for employees leads to greater engagement which leads to better outcomes, greater safety, growth and improved finances and most importantly better Health Care. Bravo to Spiegelman and Berrett.

I appreciate the way it was written but is very, very basic. This is very much an intro book.

In health care it's a shame that serving patients (always the goal) has meant harassing the care team. It's unfortunate when administrators who have little patients experience, none of it recent, continually criticize employees. Unfortunately they yell the loudest at those who barely break minimum wage. Empowered and respected caregivers really can care for patients better.

A good read to recharge your battery. It helped me to mentally step back from the day to day rat race to reflect positively about leading change efforts in my company.

Patients Come Second is an excellent book that managers in every sector of the economy should read. While the authors are experts in the field of healthcare and use examples exclusively from that field, their wise advice is applicable to others in the private, non-profit and public sectors. I thought of local government management while I read it, and I believe their management advice about employee engagement is as applicable there as it is in healthcare.

But the content is in line with other texts on healthcare management, such as Quint Studer's book, Hardwiring Excellence. If you've read any such recent books, expect no surprises.

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