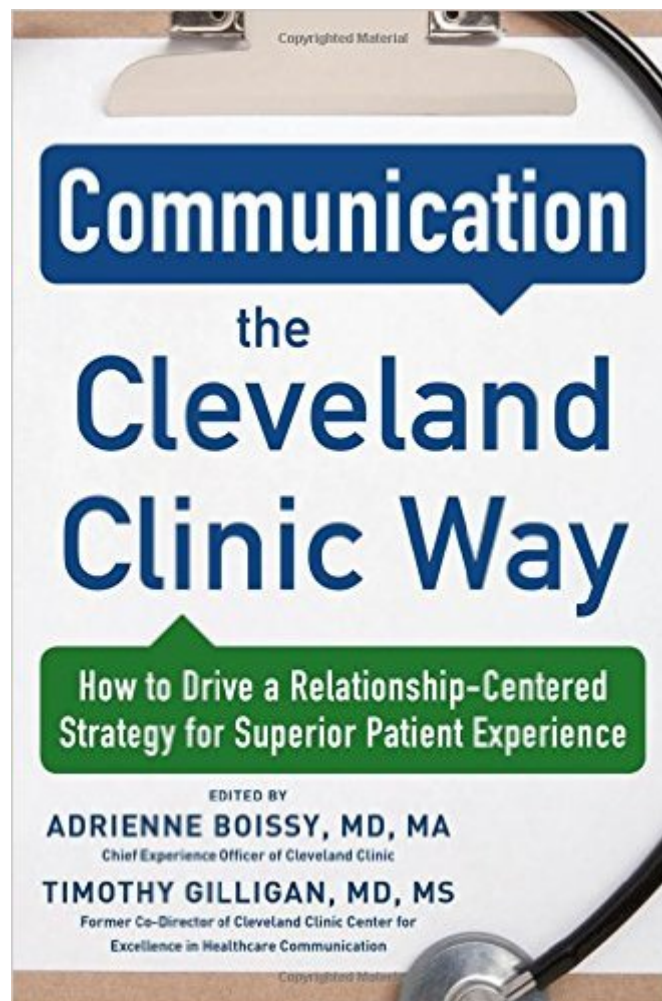


The book was found

# Communication The Cleveland Clinic Way: How To Drive A Relationship-Centered Strategy For Exceptional Patient Experience



## Synopsis

Put relationship-centered communication at the forefront of care Today, physicians face a hypercompetitive marketplace in which they must meet unique and complex patient needs as efficiently as possible. But in a culture prioritizing clinical outcomes above all, there can be a tendency to lose sight of one of the most critical aspects of providing effective care: the communication skills that build and foster physician-patient relationships.Â Studies have shown that good communication between doctors and patients and among all caregivers who interface with patients directly results in better clinical outcomes, reduced costs, greater patient satisfaction, and lower rates of physician burnout. In *Communication the Cleveland Clinic Way*, Dr. Adrienne Boissy and her team tell the story of how Cleveland Clinic created and applied the R.E.D.E. to Communicate: Foundations of Healthcare program, making the world-renowned hospital system a leader in relationship-centered care. They provide a step-by-step guide for healthcare leaders and decision-makers to design, develop, and implement communication skills training in their own institutions. Learn how to:

- Craft an effective, colleague-supported communication skills program to include veteran physicians, residents, and medical students
- Leverage creative program design and data transparency to engage and facilitate staff physicians and advanced care providers
- Identify common misperceptions and myths in healthcare communication and respond to them successfully
- Cultivate a true sense of empathy
- with patients and fellow caregivers alike
- while maintaining professionalism

In a field where difficult conversations and stressful relationships are commonplace, clinicians need a structured approach to enable them to deliver the best care possible. *Communication the Cleveland Clinic Way* is the blueprint for establishing a relationship-centered program that will improve patient experience, reinvigorate doctors' passion for their work, and elevate any organization. Â

## Book Information

Hardcover: 288 pages

Publisher: McGraw-Hill Education; 1 edition (May 4, 2016)

Language: English

ISBN-10: 0071845348

ISBN-13: 978-0071845342

Product Dimensions: 6 x 1.2 x 9.1 inches

Shipping Weight: 1.2 pounds (View shipping rates and policies)

Average Customer Review: 5.0 out of 5 starsÂ Â See all reviewsÂ (4 customer reviews)

Best Sellers Rank: #203,388 in Books (See Top 100 in Books) #28 in Books > Business & Money > Industries > Pharmaceutical & Biotechnology #70 in Books > Medical Books > Nursing > Nurse-Patient Relations #84 in Books > Medical Books > Nursing > Patient Education

## Customer Reviews

This is one of those books that should be required reading. Not only does it do a deep dive into the essentials of strong, solid communications, it lays the groundwork for creating a culture that supports communication and its development. Do not think this book is only for those in the medical profession...the lessons and best practices listed in this book far extend the medical boundaries and translates well in other industries. The method used to promote communication and educate others can be readily applied to other organizations. The framework created to teach relationship-centered communication was labeled the R.E.D.E model which stands for Relationship Establishment, Development, and Engagement. This model drastically helps improve the experience of both the patient (recipient) and provider (communicator). You can quickly draw comparisons between other industries that deal with customers (which is EVERYONE). I really liked the cases that the book discusses in-depth, along with the lessons learned. The challenges discussed and analyzed were some that I even encountered in my current job. This book can help you and your organization optimize customer interactions, increase overall satisfaction, and improve the final outcome. You will learn a lot in this book. A solid book.

I am the chief of Medicine and Highly recommend this book just started reading it , Appears to be well written I know I am going to recommend it to my colleagues at my hospital. HCAHPS is the bane of our life , But no choice have to work to improve the scores great reading towards an improved HCAHPS score

Fantastic read on how to train people on communication principles and empathy. I'd recommend this to any communications professional, but certainly anyone in healthcare. Thanks for all the details.

Very well written and lots of great information

[Download to continue reading...](#)

Communication the Cleveland Clinic Way: How to Drive a Relationship-Centered Strategy for Exceptional Patient Experience The Cleveland Clinic Guide to Lung Cancer (Cleveland Clinic

Guides) Service Fanatics: How to Build Superior Patient Experience the Cleveland Clinic Way  
Palliative Care: A Patient-Centered Approach (Patient-Centered Care) IT's About Patient Care:  
Transforming Healthcare Information Technology the Cleveland Clinic Way The Cleveland Clinic  
Way: Lessons in Excellence from One of the World's Leading Health Care Organizations The  
Cleveland Clinic Way: Lessons in Excellence from One of the World's Leading Healthcare  
Organizations The Cleveland Clinic Way: Lessons in Excellence from One of the World's Leading  
Health Care Organizations: Lessons in Excellence from One of the World's ... Care Organizations  
VIDEO ENHANCED EBOOK Innovation the Cleveland Clinic Way: Transforming Healthcare by  
Putting Ideas to Work Innovation the Cleveland Clinic Way: Powering Transformation by Putting  
Ideas to Work Through the Patient's Eyes: Understanding and Promoting Patient-Centered Care  
The Intelligent Patient's Guide to the Doctor-Patient Relationship: Learning How to Talk So Your  
Doctor Will Listen Communication Skills: 101 Tips for Effective Communication Skills  
(Communication Skills, Master Your Communication, Talk To Anyone With Confidence, Leadership,  
Social Skills) Mayo Clinic Critical Care Case Review (Mayo Clinic Scientific Press) Mayo Clinic  
Internal Medicine Board Review (Mayo Clinic Scientific Press) Exceptional Service, Exceptional  
Profit: The Secrets of Building a Five-Star Customer Service Organization Teaching  
Student-Centered Mathematics: Developmentally Appropriate Instruction for Grades 3-5 (Volume II)  
(2nd Edition) (Teaching Student-Centered Mathematics Series) Teaching Student-Centered  
Mathematics: Developmentally Appropriate Instruction for Grades Pre-K-2 (Volume I) (2nd Edition)  
(Teaching Student-Centered Mathematics Series) Leading Change in Healthcare: Transforming  
Organizations Using Complexity, Positive Psychology and Relationship-Centered Care  
Communication and Communication Disorders: A Clinical Introduction (4th Edition) (Allyn & Bacon  
Communication Sciences and Disorders)

[Dmca](#)