

Service Fanatics How To Build Superior Patient Experience The Cleveland Clinic Way

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Service Fanatics and its author exude passion, humility, integrity, and caring. It will make any organization better and is a must-read for everyone in healthcare." --David T. Feinberg, MD, president of UCLA Health System and CEO of UCLA Hospital System

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Start your review of Service Fanatics: How to Build Superior Patient Experience the Cleveland Clinic Way. Write a review. May 12, 2015 Joe rated it it was ok. There's meat here, but boy do you have to pick through a lot of fat to find it. This is basically a pamphlet stretched out to book length.

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"Service Fanatics will become the gold standard on patient-centered care. Cleveland Clinic in all its glory, like many of the rest of us in healthcare, had lost its way with compassion and empathy. Dr.

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Service Fanatics: How to Build Superior Patient Experience the Cleveland Clinic Way. by James Merlino. Released October 2014. Publisher (s): McGraw-Hill. ISBN: 9780071833264. Explore a preview version of Service Fanatics: How to Build Superior Patient Experience the Cleveland Clinic Way right now. O'Reilly members get unlimited access to live online training experiences, plus books, videos, and digital content from 200+ publishers.

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Dr. Merlino's book— Service Fanatics: How to Build Superior Patient Experience the Cleveland Clinic Way —is available through Amazon. And for more on this topic, see: Leadership First, and other Critical Lessons to Improve Patient Experience, and Cleveland Clinic Summit: Sharable and Scalable Patient Experience Ideas.

~~Service Fanatics: Required Reading for Superior Patient ...~~

Service Fanatics explains the strategies and tactics any leader can emulate to turn his or her organization into a patient- and family-centric healthcare delivery model. It also candidly describes the challenges in execution and the solutions leaders can apply. Featuring customer service case studies from other industries and interviews with C ...

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Service Fanatics is the definitive resource for leaders seeking to put the patient at the center of their organizations." -- Pat Ryan, CEO of Press Ganey " Service Fanatics is upfront about just how hard it is to change a culture so that it becomes truly customer-centric--then tells you how you can do it anyway. . . .

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Dr. James Merlino, who was a keynote speaker at the 2014 Canadian Conference of Physician Leaders, is the Cleveland Clinic's chief experience officer. In Service Fanatics, he describes how the Cleveland Clinic, an organization with an excellent clinical reputation and some of the best clinical outcomes in the world, evolved from an organization with low scores for patient experience to one ...