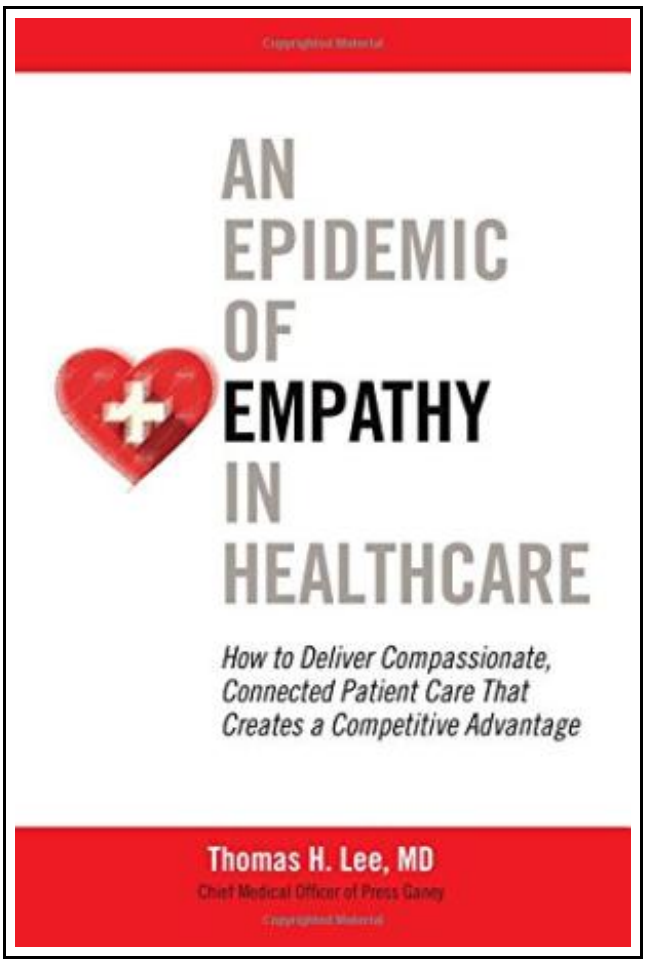
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AN EPIDEMIC OF EMPATHY IN HEALTHCARE: HOW TO DELIVER COMPASSIONATE, CONNECTED PATIENT CARE THAT CREATES A COMPETITIVE ADVANTAGE

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McGraw-Hill Education - Europe. Hardback. Book Condition: new. BRAND NEW, An Epidemic of Empathy in Healthcare: How to Deliver Compassionate, Connected Patient Care That Creates a Competitive Advantage, Thomas H Lee, MD Thomas Lee, Thomas H Lee MD, The best strategies in healthcare begin with empathyRevolutionary advances in medical knowledge have caused doctors to become so focused on their narrow fields of expertise that they often overlook the simplest fact of all: their patients are suffering. This suffering goes beyond physical pain. It includes the fear, uncertainty, anxiety, confusion, mistrust, and waiting that so often characterize modern healthcare.One of healthcare s most acclaimed thought leaders, Dr. Thomas H. Lee shows that world-class medical treatment and compassionate care are not mutually exclusive. In An Epidemic of Empathy in Healthcare, he argues that we must have it both ways that combining advanced science with empathic care is the only way to build the health systems our society needs and deserves. Organizing providers so that care is compassionate and coordinated is not only the right thing to do for patients, it also forms the core of strategy in healthcare s competitive new marketplace. It provides business advantages to organizations that strive to reduce human suffering effectively, reliably, and efficiently. Lee explains how to develop a culture that treats the patient, not the malady, and he provides step-by-step guidance for unleashing an epidemic of empathy by: Developing a shared understanding of the overarching goal meeting patients needs and reducing their sufferingMaking empathic care a social norm rather than the focus of economic incentivesPinpointing and addressing the most significant causes of patient sufferingCollecting and using data to drive improvement Healthcare is entering a new era driven by competition on value meeting patients needs as efficiently as possible. Leaders must make the choice either to move...

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