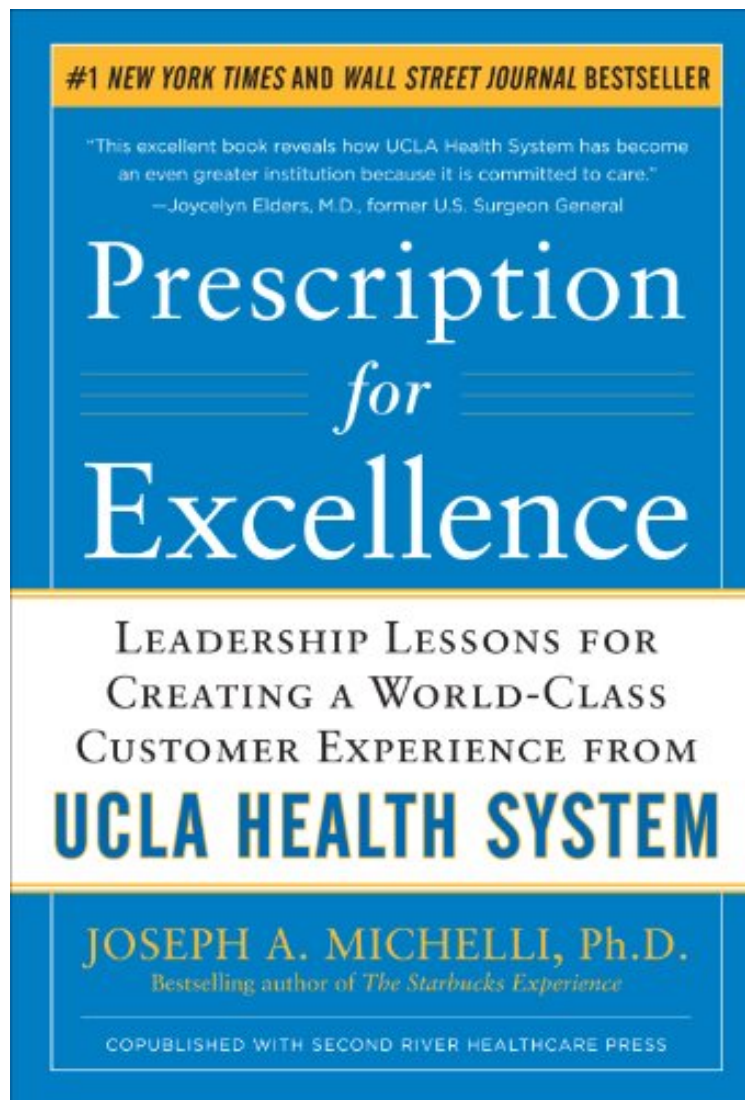


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Prescription for Excellence: Leadership Lessons for Creating a World Class Customer Experience from UCLA Health System (Business Books)

Joseph Michelli

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Joseph Michelli : Prescription for Excellence: Leadership Lessons for Creating a World Class Customer Experience from UCLA Health System (Business Books) before purchasing it in order to gage whether or not it would be worth my time, and all praised Prescription for Excellence: Leadership Lessons for Creating a World Class Customer Experience from UCLA Health System (Business Books):

0 of 0 people found the following review helpful. UCLA HEALTHCARE = "Best in the West" and "One patient at a Time" By Michael P. Richards I am very proud to have been interviewed for this book and appear on page 237 as a UCLA Healthcare Patient Liaison in Emergency Medicine and as a retired Administrative Specialist, UCLA Radiological Sciences, Santa Monica-UCLA. Dr. Feinberg has created a motto of "one patient at a time" to rebuild the UCLA culture of patient care and the CICARE philosophy which all of UCLA Healthcare now follows to make UCLA Healthcare the BEST IN THE WEST, not just in name, but in all aspects of UCLA patient care. I see this in practice every Saturday night in Ronald Reagan-UCLA ER and in the clinics, such as Urology and Pulmonary, where I have been a patient. The outstanding uniforms the staff now wear at the front desks which designate their position in patient care and the expertise which each member provides patients checking in and out of appointments. I am proud to be a member of UCLA Healthcare and Joseph Michelli's book is a tribute to Dr. Feinberg and the entire UCLA Healthcare family.

0 of 0 people found the following review helpful. An excellent and inspiring how-to on creating an environment for outstanding patient satisfaction! By P. Witkowski This is an absolutely excellent book! For all of us who work in hospitals we realize how hard it is to truly be excellent even though we feel we are working so hard already. This is not a book that any one individual can implement alone, but it is so inspiring to show us what we can do in greatly improving patient satisfaction. It required perhaps a change in attitude and practice by every employee, every hour or every day. It is inspiring that this can be done!

0 of 0 people found the following review helpful. A wonderful and most accurate reflection of a health care system. By Erik Nuveen As a physician who attended UCLA, I can attest to the accuracy of much of the efforts made by the administration in hiring and orchestrating the improvement necessary to make the best of a great start. The apathy and neglect in much of the facility had led to near rage and disrespect. The efforts were spearheaded by a master motivator and planner. One aspect of the book left out was the purposeful deferment of less profitable procedures to other outside facilities. This is known far and wide by hospital administrators and the staff physicians, but truly was also essential in the financial turn around.

THE #1 NEW YORK TIMES AND WALL STREET JOURNAL BESTSELLER! "Like any business, a hospital must be true to its core values in order to succeed. Trickle-down values start at the top with the best leadership, so that all the stakeholders understand and carry out the institution's mission. That is the gift that David Feinberg has brought to UCLA. I am in awe of his management skills." —Lynda Resnick, owner of Pom Wonderful, Fiji Water, Teleflora, and Wonderful Pistachios "With clear purpose, unwavering principles, and steadfast leadership, the people at UCLA have established a new bar, a compelling promise, for what healthcare can and should be." —David M. Lawrence, M.D., former CEO, Kaiser Permanente "An absorbing and educational account of a large institution's astonishing transformation. The strong, courageous, and focused leadership of David Feinberg and his outstanding team is evident on every page. A tremendous lesson for all large enterprises." —William E. Simon, Jr., cochairman, William E. Simon Sons "Most leadership authors describe how to apply common-sense principles. Michelli is a notable exception. He artfully describes the compelling, uncommon leadership practices that transformed UCLA Health System. The resulting lessons are plentiful and powerful for today's business leader." —Lee J. Colan, Ph.D., author of Sticking to It: The Art of Adherence About the Book: Joseph Michelli, author of The Starbucks Experience and The New Gold Standard, is among the world's top authorities on the principles of creating an organizational culture dedicated to service excellence. In these bestselling books, he examines how leading service companies dominate their respective industries with innovative customer experience strategies. Now, Michelli turns his attention to one of the most complex, controversial, and critical industries—healthcare. In Prescription for Excellence, Michelli provides an inside look at an organization that has become the envy of its industry—and explains how you can dominate your own industry by using the same approach. UCLA Health System is revered worldwide for its top-tier patient/customer care. Great physicians, nurses, researchers, and staff are only part of the equation; UCLA's overall success is a result of organization-wide collaboration that is driven by leaders with a shared vision of unyielding excellence. Michelli breaks down UCLA's approach into five simple principles: Commit to Care Leave No Room for Error Make the Best Better Create the Future Service Serves Us From administrative offices to operating rooms to research centers, continued adherence to these five principles has guided UCLA to financial strength, social significance, and sustainability. The best part is that these principles translate to any industry, so you, too, can achieve similar goals. Michelli gives you the tools to adapt UCLA's ideas, systems, and leadership principles into your own best practices. Whether it is a healthcare organization, a financial institution, or a neighborhood hair salon, good business begins and ends with customer connection. When all workers in an organization focus on providing quality care for those they serve, success inevitably follows. Business is always personal; UCLA's leadership ensures that this simple truth drives every UCLA employee, every day. Apply the lessons Michelli spells out in Prescription for Excellence to create a system that ensures that your people take business personally, day in and day out.

About the Author Joseph A. Michelli, Ph.D., is the bestselling author of The Starbucks Experience and The New Gold Standard. He is an internationally sought-after speaker and organizational consultant who has been featured on The

Glenn Beck Show and CNBC's On the Money.