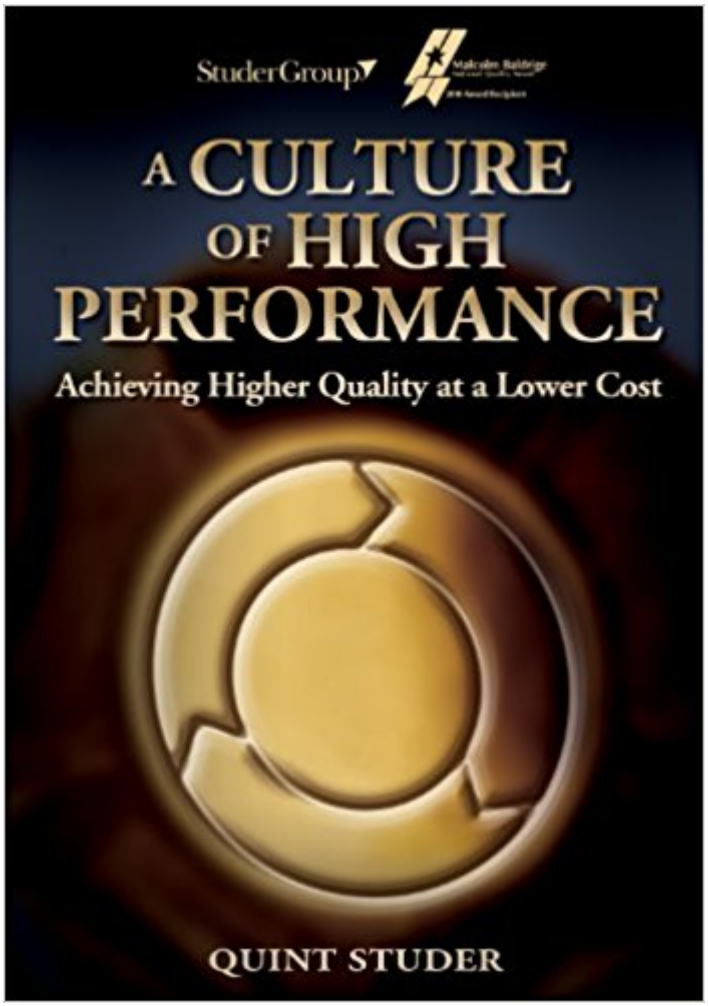
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A Culture Of High Performance: Achieving Higher Quality At A Lower Cost



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Synopsis

In healthcare, even the way we change has changed. Quint Studer s new book helps you hardwire the skills you need to perform at a higher level continuously. Our industry has always dealt with change. But the environment we re navigating now requires change at a whole different level. We ve moved from experiencing episodic change to continuous change and as John Kotter has famously noted, that requires a whole different set of skills and a whole different level of urgency.In his new book A Culture of High Performance: Achieving Higher Quality at a Lower Cost, thought leader Quint Studer explains how to leverage the powerful values that have always defined healthcare people passion, fortitude, willingness to learn to meet the challenges of our disruptive external environment. Writing in his trademark conversational style, he lays out the framework, principles, processes and tactics that hardwire excellence in your organization all the while growing a culture of consistent reliable execution that drives quality higher and higher (and higher!) as it controls costs.The book reveals:A look at the latest research that validates which behaviors and practices truly workThe framework and core principles that lay the foundation for dramatic culture changeA simple seven-step model that helps you diagnose shortfalls, develop a treatment plan and hardwire the systems that drive performanceWhy transparency and straight communication build trust and foster engagementHow to create and cascade a clear set of objective, weighted, aligned goals that break down silos and hold people accountable for achieving outcomesA method for ensuring that leaders get the training and development they needHigh-impact tactics that get behavior and processes aligned across your organizationThe phases of change you can expect and how to help people navigate themHow to connect with head people and heart people (most of us are a blend of both) as you seek to drive change A Culture of High Performance is the perfect companion to Studer s bestselling classic Hardwiring Excellence. Packed with new research and fresh insights all brought to life with humorous, thought-provoking and inspiring stories this book is a must have for any leader struggling to shore up margins while sustaining an organization that s a great place for employees to work, physicians to practice medicine and patients to receive care.

Book Information

Paperback: 295 pages
Publisher: Fire Starter Publishing; First edition (September 30, 2013)
Language: English
ISBN-10: 1622180038
ISBN-13: 978-1622180035

Product Dimensions: 6.9 x 0.8 x 9.8 inches

Shipping Weight: 1.5 pounds (View shipping rates and policies)

Average Customer Review: 4.8 out of 5 stars 10 customer reviews

Best Sellers Rank: #108,764 in Books (See Top 100 in Books) #70 inÃ Â Books > Textbooks > Medicine & Health Sciences > Administration & Policy > Hospital Administration & Care #98 inÃ Â Books > Medical Books > Administration & Medicine Economics > Hospital Administration #4561 inÃ Â Books > Textbooks > Business & Finance

Customer Reviews

Boards want to know that the organizations they govern are performing well. But they also want to know they’re operating on a foundation that will lead to continued good performance in a future that is all but unknowable today. Given the pace of change in healthcare, that’s a tall order to fill, but Quint Studer has unlocked the formula. Quint understands that culture is key, that it pervades every aspect of performance from quality of care to the quality of the patient experience and even the financial bottom line. This book is an easy read that delivers a wealth of information about how to establish and sustain a high-performance culture in your organization. I recommend it highly. --F. Kenneth Ackerman, Jr., President Emeritus, Geisinger Medical Center; Chairman, INTEGRATED Healthcare StrategiesQuint has led the industry in demonstrating how an emphasis on the patient experience and employee/physician engagement can translate into better quality care and superior financial performance. Rather than provide high-level theoretical solutions, Quint provides practical step-by-step proven tactics to achieve desired results. --Nathan Kaufman, Managing Director, Kaufman Strategic Advisors, LLCThe healthcare industry needs to turn the vicious cycle of inefficiency, increasing costs, and lower quality into a virtuous cycle of transparency, efficiency, and the highest level of quality. This must happen one organization at a time. the key is to create a culture capable of not just setting such a transformation in motion, but also sustaining it. As Quint Studer likes to say, ’Culture beats strategy every time.’ In this illuminating book, he explains how unbeatable cultures are born and nourished. --James Orlikoff, President, Orlikoff & Associates, Inc.

Quint Studer is the founder of Studer Group, a recipient of the 2010 Malcolm Baldrige National Quality Award. Inc. magazine named Quint its Master of Business, making him the only healthcare leader to have ever won this award. Twice Modern Healthcare has chosen him as one of the 100 Most Powerful People in Healthcare. He is the author of numerous books, including BusinessWeek bestseller Hardwiring Excellence, which has sold more than 700,000 copies.

As usual- Quint Studer doesnÃƒÂ¢Ã â ¬Ã â„¢t disappoint. this is an easy ready - easy to implement initiatives for a better healthcare workplace

Mostly common sense but a great and well written review for any healthcare leader. I expect nothing less from Studer.

This text builds on the learning initiated in Hardwiring Excellence. New and updated research take Hardwiring Excellence to the next level in a way that provides new insight and great tips that can be applied right away! A book with healthcare examples at its heart, but meant for any leader who wants to make their organization the very best place it can be.

Good book. Quint Studer and the Studer group have transformed many healthcare systems and hospitals from good to excellent.

Great book. Applicable to many business fields with just a little creativity. I have been inspired by Quint's books and I highly recommend this guide book.

Easy read. Much of it common sense that unfortunately so common anymore.

love it; great deal!

Everybody should read.

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