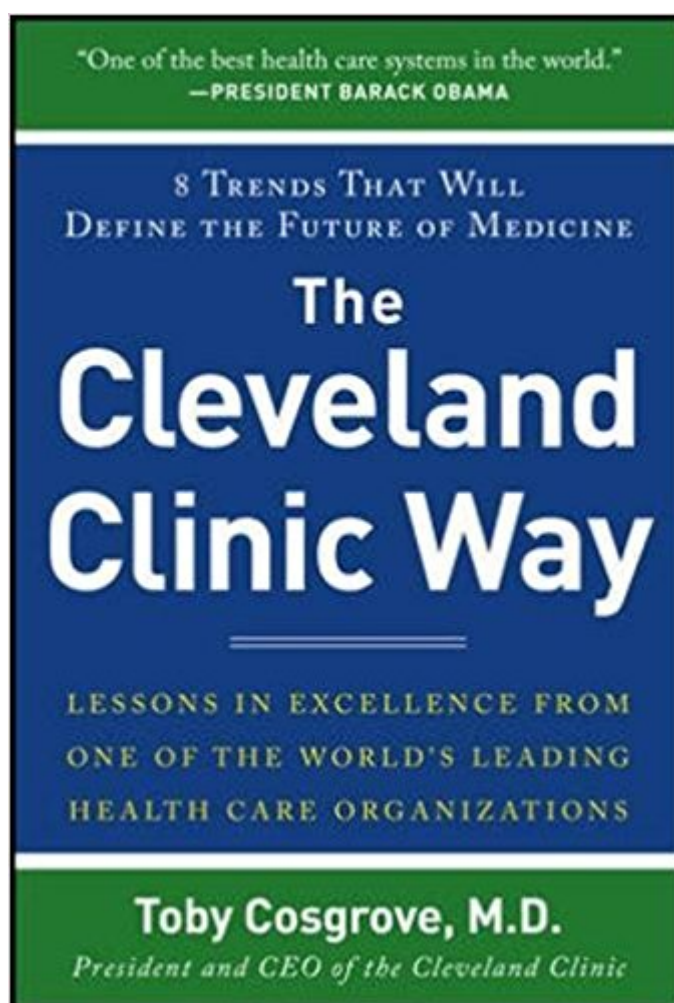


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# The Cleveland Clinic Way: Lessons In Excellence From One Of The World's Leading Health Care Organizations (Business Books)



## Synopsis

This is the future. Join the revolution. Transform your organization the Cleveland Clinic way. "One of the best healthcare systems in the world." President Barack Obama American healthcare is in crisis. It doesn't have to be. The Cleveland Clinic Way is a blueprint for fixing what's wrong with healthcare and is a must-read for every leader seeking to transform his or her organization.

There's a revolution going on right now. On the frontiers of medicine, some doctors have developed an approach for treating people that is more effective, more humane, and more affordable. It's an approach to healthcare that has captured the attention of the media and business elite--and the President of the United States. It's all happening at Cleveland Clinic, one of the most innovative, forward-looking medical institutions in the nation. In this groundbreaking book, the man who leads this global organization, Toby Cosgrove, MD, reveals how the Clinic works so well and argues persuasively for why it should be the model for the nation. He details how Cleveland Clinic focuses on the eight key trends that are shaping the future of medicine. Readers will learn:

- Why group practices provide not only better--but cheaper--care
- Why collaborative medicine is more effective
- How big data can be harnessed to improve the quality of care and lower costs
- How cooperative practices can be the wellspring of innovation
- Why empathy is crucial to better patient outcomes
- Why wellness of both mind and body depends on healthcare, not sickcare
- How care is best provided in different settings for greater comfort and value
- How tailor-made care treats a person instead of a disease

At its core is Cleveland Clinic's emphasis on patient care and patient experience. A refreshingly positive and practical vision of healthcare, *The Cleveland Clinic Way* is essential reading for healthcare and business executives, medical professionals, industry analysts, and policymakers. It gives leaders lessons they can apply to their own organizations to achieve results and empowers average Americans to make more informed healthcare decisions.

**PRAISE FOR THE CLEVELAND CLINIC WAY**

"A brilliant doctor and leader lays out practical and thought-provoking prescriptions for America's healthcare future. A must-read." -- Jack Welch, former Chairman and CEO of General Electric Company

"The Cleveland Clinic Way is what the healthcare system in this country needs: honesty about the challenges, optimism about our ability to address them, and a focus on solutions. A must-read for healthcare leaders, it's written in clear, inclusive language that makes it just as valuable for the rest of us." -- John Chambers, Chairman and CEO of Cisco

"A pioneer in American healthcare, Toby Cosgrove shows just how the diligence and innovative thinking behind Cleveland Clinic has helped solve fundamental problems most other places barely touch. There are lessons here for everyone--patient, physician, and policymaker alike." -- Atul Gawande, MD, professor at Harvard Medical School and bestselling author of *The*

Checklist Manifesto "Toby Cosgrove frames the eight important trends that will transform the U.S. healthcare system. The Cleveland Clinic Way is a good road map for those who want to make the U.S. healthcare system better." -- Jeffrey Immelt, Chairman and CEO of General Electric Company

## Book Information

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## Customer Reviews

As president and CEO of Cleveland Clinic, Toby Cosgrove, MD, presides over a \$6 billion system comprised of Cleveland Clinic, its eight community hospitals, 16 family health centers, and clinics in Florida, Nevada, Canada, and Abu Dhabi. A cardiac surgeon, Dr. Cosgrove received his medical degree from the University of Virginia School of Medicine. He served in the U.S. Air Force Casualty Staging Flight in Vietnam and was awarded the Bronze Star.

The American healthcare system is broken. As an allied medical professional, I would have to admit this book has changed the way I think and approach healthcare. This book should be required reading for everyone in Medical School. I highly recommend this book. This book has opened my eyes to areas within the medical field that I did not think about. If the American Healthcare System can follow the core concepts of the way Cleveland clinic does things, then I am sure we would see change. By far one of the most important medical books. Read this book follow some of the concepts, and you will see a chance. The first few chapters of the book open your eye to what is possible within healthcare. This book will change and at the same time challenge everything you

know and think of the way the current American healthcare system works.

A top-down of how Cleveland Clinic might work or should work. Perhaps would be better if it included un-edited comments from bedside providers: Physicians, Nurses, Respiratory Therapists, Physical Therapists, and others such as-How 'The Cleveland Clinic Way' influences them..

Must read for healthcare providers and administrators. Cosgrove's discussion about improving the patient experience offers great insight into how we should be changing the delivery of healthcare for the better. It's not enough just to be technically outstanding. How patients and their families/caregivers experience that care has an impact on patient engagement, the quality of care, and ultimately the outcome of that care.

an interesting read. I worked at the Clinic for many years under various CEOs, and I wanted to see the change and the operating methods which continue to deem this as a center of excellence. Some very sound practices for a multifaceted institution. This should be mandatory reading for all healthcare systems. I am not saying the Clinic is the only model but it does have its merits.

This book provides concepts and general roadmap to develop your own strategies and begin an internal culture change to interrupt the old set ways of operating in most healthcare delivery organizations that will improve patient safety, increase service quality and reduce waste.

Incredible insight into the system and values behind their excellence! By mentioning the numerous team members behind the systems, Dr. Cosgrove makes a generous effort to recognize the power of a talented team with a clear vision and purpose. A must read for anyone trying to learn best practices from one of the leading quality healthcare organizations in the world!

Great synopsis of the Clinic's plan for the future, as Medicine changes the way it's practiced today. It is, however, short (or missing) on some of the important Clinic history (particularly inventions, discoveries, innovations - if such were to be included - or not at all).

Good book to get new ideas but as a primary care physician to specialized, but the innovation aspect get you thinking!

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