

Creating the New American Hospital: A Time for Greatness

V. Clayton Sherman

**Download PDF | ePub | DOC | audiobook | ebooks*


Copyrighted Material

CREATING THE NEW AMERICAN HOSPITAL

A TIME FOR GREATNESS

**V. CLAYTON
SHERMAN**

Copyrighted Material

 **Download**

 **Read Online**

#2894594 in Books Jossey-Bass 1993-02-24Ingredients: Example IngredientsOriginal language:EnglishPDF
1 9.35 x 1.02 x 6.18l, .0 #File Name: 1555425143336 pages | File size: 41.Mb

V. Clayton Sherman : Creating the New American Hospital: A Time for Greatness before purchasing it in order to gage whether or not it would be worth my time, and all praised Creating the New American Hospital: A Time for Greatness:

3 of 4 people found the following review helpful. It's Not Too Late to Create a New American HospitalBy Alice M

Reybitz V. Clayton Sherman has written a wonderful dissertation about how the hospital system in this country is run. He also gives a wonderful blueprint of how to correct one of the most mismanaged businesses in the country. The hospital system today is struggling under HEAVY regulatory and monetary restrictions. But if these regulations had been in place from the beginning, like the banking industry, the participants wouldn't be running around like "chickens with their heads cut off" to fulfill "minimum standards" of Joint Commission and other like entities. What the industry desperately needs is a complete overhaul. Mr. Sherman gives the plan to follow in redoing the management of this industry, by throwing out the antiquated notions of management, and starting from the ground up to rebuild on a customer satisfaction driven premise. He cites Wal-Mart and how Sam Walton's idea of keeping the customer number one would work well in the hospital too....but this would require some different rules and some very different thinking. I strongly feel this should be REQUIRED reading for ALL hospital management! 2 of 3 people found the following review helpful. He's the "Jack Welch" of the Hospital Industry By P. Witkowski I've been in hospital middle-management for more than 20 years. Very early in this book, Sherman states that the reason why hospitals fail is because of bad management. Not the government, not the insurance companies, not the high cost of technology. He offers a terrific approach and identifies the need to totally change how hospitals are run, based on seven Key Result Areas. His principles are quite similar to those of Jack Welch - the importance of great people, integrity, and "the customer is king". This should be required reading for every CEO and department head in every American hospital.

Transforming the American Hospital Provides an exciting, values-centered approach to leading organizational change that produces rapid and lasting results. --Coyla Anderson, executive vice president, operations, Holy Cross Health System At a time when the health care industry is going through a crisis--closures, layoffs, soaring costs, dissatisfied customers, and increased turnover--some hospitals have dramatically improved quality, productivity, and profitability. How? They have met the challenges of operating in today's health care environment through a complete, revolutionary transformation in how hospitals are managed. This book offers health care leaders an in-depth picture of how this new hospital operates and presents detailed, proven guidance for undertaking the transition.

"This hands-on guidebook is full of useful suggestions for making America's hospital's the caring--and cost-effective--places they should be. From managing by key results areas to employee empowerment to strategies for putting the customer first, Clayton Sherman brings the best of new management wisdom to health care." (Rosabeth Moss Kanter, author of *When Giants Lean to Dance* and coauthor of *The Challenge of Organizational Change*) "A superb book, containing many ideas that will ensure the success of those who manage hospitals. A thought-provoking book written at a most appropriate time as our nation moves forward with much needed health reform." (Richard E. Meiers, president and CEO, Hawaii Hospital Association) "Provides an exciting, values-centered approach to leading organizational change that produces rapid and lasting results. Must reading for the emerging health care leaders of the next century." (Coyla Anderson, Executive vice president, operations, Holy Cross Health System) "As hospitals enter into a period of substantial health care reform, *Creating the New American Hospital* provides hospital leaders, trustees, medical staffs, and other personnel with practical guidelines for ensuring that quality health care is delivered in an affordable and effective way." (Terry TownsAnd, CAE, president and CEO of the Texas Hospital Association) From the Inside Flap At a time when the health care industry is going through a crisis--closures, layoffs, litigation, soaring costs, dissatisfied customers, and increased turnover--some hospitals have dramatically improved quality, productivity, and profitability. How? The leaders of those hospitals have undertaken the systematic and radical transformation necessary to create a hospital equipped to thrive in today's tumultuous and highly competitive environment. *Creating the New American Hospital* provides health care leaders with the insights they need to make this transformation. Meeting the challenges of operating in today's health care environment, argues V. Clayton Sherman, requires nothing less than a complete, revolutionary transformation in how hospitals are managed--the creation of the New American Hospital. In this book, he offers health care leaders an in-depth picture of how the New American Hospital operates and presents detailed, proven guidance for undertaking the transition that hospitals must make if they are to adapt. Over the past thirteen years, Sherman has consulted with hundreds of hospitals, helping health care executives across the country to make successful organizational transformation happen. Offering detailed examples drawn from field experience, he demonstrates how hospitals have effectively applied his management approach and achieved demonstrable and rapid improvements in customer satisfaction, quality, staff growth, organizational climate, productivity, innovation, and profitability. Sherman describes the New American Hospital model and how it differs from the failing management approach associated with the industry's past. He details how this new model requires a complete revision of management approach, use of people, response to the customer, and organization structure. And he offers guidelines for understanding and carrying out the many aspects of organizational renewal--including assessing change readiness, formulating a plan, gaining consensus From the Back Cover At a time when the health care industry is going through a crisis--closures, layoffs, litigation, soaring costs, dissatisfied customers, and increased turnover--some hospitals have dramatically improved quality, productivity, and profitability. How? The leaders of those hospitals have undertaken the systematic and radical transformation

necessary to create a hospital equipped to thrive in today's tumultuous and highly competitive environment. Creating the New American Hospital provides health care leaders with the insights they need to make this transformation.