



Transforming the Patient Experience: A New Paradigm for Hospital and Physician Leadership

William T. Choctaw

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This book provides an organizational model of the common ground needed to improve patient care and adapt to today's healthcare environment. The relationship between a hospital CEO and a general surgeon and how they aligned, motivated and partnered with physicians to change the culture of a hospital and implement patient oriented systems is the essential element of this text. Sustainable transformation processes will also be presented for the various roles and contributions of the healthcare team. Written from a team perspective, *Transforming the Patient Experience* is a practical guide for healthcare team members and leaders to follow.

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