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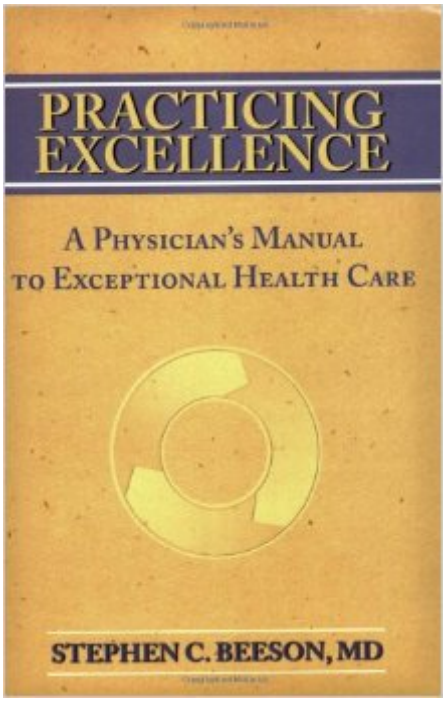
Practicing Excellence: A Physician's Manual To Exceptional Health Care



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Synopsis

So much of a medical organization s success rides on the leadership, conduct, and performance of its physicians. How does a health care organization engage its physicians to lead by example? And how does a physician in the midst of 25 appointments, 30 phone messages, hospital rounds, and the details of managing a clinical practice do what needs to be done to foster satisfaction and loyalty among patients? Practicing Excellence eloquently answers these questions. Stephen C. Beeson, MD, has created a brilliant guide to implementing physician leadership and behaviors that will create a high-performance workplace built on collaboration, commitment, purpose, and making a difference in the lives of the patients it serves.

Book Information

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Customer Reviews

Not at all what I expected from the description. The majority of this book turned out to be a review of basic professionalism, rather than an introduction to how quality improvement concepts could be applied to an individual’s practice. The book is perhaps suitable for a "Doctoring" course (introduction to clinical medicine for 1 and 2nd year medical students), but I found the tone of the book often grating and lacking in depth. I suspect there are better books out there for this. While a review of the basics can often be helpful, the simplistic presentation makes it very hard for me to see how any practicing physician would find this book useful.

Dr. Beeson writes from the heart, combining organizational psychology, marketing, and a true compassion for patients in his book. His experience and expertise are highlighted here, along with tangible strategies for making changes in a bureaucratic health care system !!! Dr. Beeson is an articulate and insightful physician, sharing his stories from his own medical practice. His insightful strategies are very workable and hands-on. He considers the entire hospital staff tier, utilizing the physicians as role models. Dr. Beeson is very charismatic, with a clear, concise writing style. Stupendous! A must-read for physicians and health care providers.

I read this book and loved it so much we made it mandatory reading for all our Doctors of Veterinary Medicine. One of the best management books I have read in a long time!

This book is a must read for any physician or healthcare leader that wants to improve the connection they have with their patients, increase patient retention and loyalty, attract and recruit new business, and improve the quality, safety, and service in how healthcare is delivered. The book is well written and easy to read with practical tips that can be used right away. The one reviewer's comments about this applying to only new or beginning physicians misses an important point. While some of the tips may seem like common sense and basic professionalism, they are surprisingly absent from a lot of healthcare systems and practices. The beauty of the book is that it connects you back to those fundamental principles that can get lost in the day to day, but which our patients value and actually need in order to support the best possible outcomes.

It was shocking to learn how much phycians don't know about the art of practicing medicine.

As the president of a large multi-hospital hospital system, I've seen many books come and go over the years. Some made a ripple, but none of them seemed to make a lasting difference. Dr Beeson's book is an exception! I've seen his book talked about among a large and diverse maedical staff of more than 2000. The book is written by a practicing physician (a key ingredent for doctors reeading the book), for physicians. The book seems to really resonate with physicians---it makes sense.

Hardwiring Excellence is the best guide I have read regarding management in a healthcare environment. Quint Studer uses personal examples to illustrate the principles. This is a practical book that gives prescriptive advice on how to improve the culture within your own group. The goal of these interventions is to create an outstanding environment for patients, employees and physicians.

I highly recommend this book to anyone interested in improving their healthcare environment.

This book teaches those who go into medicine (frequently the more "nerdy" types) how to successfully interact with patients on a human and customer service level. Following the advice in this book will help to renew your interest in medicine and primary care, as well as improve your patient satisfaction scores. I recommend this read for any primary care physicians.

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