



An Epidemic of Empathy in Healthcare: How to Deliver Compassionate, Connected Patient Care That Creates a Competitive Advantage (Business Books)

By MD, Thomas H. Lee

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The best strategies in healthcare begin with empathy

Revolutionary advances in medical knowledge have caused doctors to become so focused on their narrow fields of expertise that they often overlook the simplest fact of all: their patients are *suffering*. This suffering goes beyond physical pain. It includes the fear, uncertainty, anxiety, confusion, mistrust, and waiting that so often characterize modern healthcare.

One of healthcare's most acclaimed thought leaders, Dr. Thomas H. Lee shows that world-class medical treatment and compassionate care are not mutually exclusive. In *An Epidemic of Empathy in Healthcare*, he argues that we *must* have it both ways—that combining advanced science with empathic care is the only way to build the health systems our society needs and deserves. Organizing providers so that care is compassionate and coordinated is not only the right thing to do for patients, it also forms the core of strategy in healthcare's competitive new marketplace. It provides business advantages to organizations that strive to reduce human suffering effectively, reliably, and efficiently.

Lee explains how to develop a culture that treats the patient, not the malady, and he provides step-by-step guidance for unleashing an “epidemic of empathy” by:

- Developing a shared understanding of the overarching goal?meeting patients' needs and reducing their suffering
- Making empathic care a social norm rather than the focus of economic incentives
- Pinpointing and addressing the most significant causes of patient suffering
- Collecting and using data to drive improvement

Healthcare is entering a new era driven by competition on value?meeting

patients' needs as efficiently as possible. Leaders must make the choice either to move forward and build a new culture designed for twenty-first-century medicine or to maintain old models and practices and be left behind.

Lee argues that empathic care resonates with the noblest values of all clinicians. If healthcare organizations can help caregivers live up to these values and focus on alleviating their patients' suffering, they hold the key to improving value-based care and driving business success.

Join the compassionate care movement and unleash an epidemic of empathy!

Thomas H. Lee, MD, is Chief Medical Officer of Press Ganey, with more than three decades of experience in healthcare performance improvement as a practicing physician, a leader in provider organizations, researcher, and health policy expert. He is a Professor (Part-time) of Medicine at Harvard Medical School and Professor of Health Policy and Management at the Harvard School of Public Health.

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Editorial Review

From the Back Cover

“Dr. Thomas Lee makes a powerful case that empathy is crucial to success in the era of value-based care. He shows how empathy drives improvement across all clinical and strategic outcomes, and how it can transform your organization, so it becomes part of the ‘epidemic’ that is making healthcare healthy again.”

?Toby Cosgrove, MD, President and CEO of Cleveland Clinic

“Dr. Lee presents a compelling business case for healthcare leaders, caregivers, and teachers to systematically combine the best traditions of caring with marvelous new techniques in caregiving?not only to benefit those we serve, but to better realize our professional pride of purpose.”

?Glenn D. Steele Jr., MD, PhD, Chairman of xG Health Solutions, Inc., and former President and CEO of Geisinger Health System

“Visionary physician leader, compassionate provider, agile polymath, and compelling storyteller, Dr. Tom Lee distills lessons from best practices to present a thoroughly engaging and timely handbook on how to fix our healthcare crisis. Lee is spot-on?it’s not just about compassion; it’s a strategic imperative.”

?Vivian S. Lee, MD, PhD, MBA, CEO of the University of Utah Healthcare and Dean of the University of Utah School of Medicine

“Tom Lee lays out the strategic and historical imperative for making empathic care the norm, not the exception, as only a thought leader and superb physician could. His path forward uses cutting-edge social science advances in a way that should resonate with the values of clinicians as well as patients.”

?Jessica C. Dudley, MD, Chief Medical Officer of Brigham and Women’s Physicians Organization and Vice President of Care Redesign at Brigham and Women’s HealthCare

“*An Epidemic of Empathy in Healthcare* synthesizes the relevant and innovative thought leadership at the heart of patient-centeredness today. A cohesive and cogent roadmap, it will not only help accelerate patient experience improvement, but drive organizational strategy. A must-read for healthcare leaders struggling to differentiate their organizations in today’s increasingly competitive healthcare market.”

?James Merlino, MD, author of *Service Fanatics: How to Build Superior Patient Experience the Cleveland Clinic Way*

Users Review

From reader reviews:

Jarred Chisolm:

In this 21st hundred years, people become competitive in every way. By being competitive now, people have do something to make all of them survives, being in the middle of often the crowded place and notice by surrounding. One thing that often many people have underestimated it for a while is reading. Sure, by reading a publication your ability to survive enhance then having chance to stand than other is high. For you who want to start reading any book, we give you this An Epidemic of Empathy in Healthcare: How to

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