



The Best Patient Experience: Helping Physicians Improve Care, Satisfaction, and Scores (ACHE Management)

Bo Snyder

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In today's healthcare environment, satisfying patients is essential to good medical care and business success. But physicians' chances of moving the needle on patient satisfaction are much higher if they have the support of their healthcare organization's leadership team.

The Best Patient Experience: Helping Physicians Improve Care, Satisfaction, and Scores explains how healthcare leaders can help physicians improve their interactions with patients and achieve higher patient satisfaction scores.

Written in a conversational style, the book is filled with tips, tools, templates, and resources leaders can employ to support physicians in their relationships with patients. Recognizing that the process for building a better patient experience is not easy, the book intersperses practical advice with anecdotes from the author and other healthcare leaders to provide context for working through these challenges. The resulting transformation creates an environment of personal gratification and professional pride that galvanizes not just the physicians but the entire organization.

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