

Communication The Cleveland Clinic Way How To Drive A Relationship Centered Strategy For Exceptional Patient Experience

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In Communication the Cleveland Clinic Way, Dr. Adrienne Boissy and her team tell the story of how Cleveland Clinic created and applied the R.E.D.E. to Communicate: Foundations of Healthcare program, making the world-renowned hospital system a leader in relationship-centered care. They provide a step-by-step guide for healthcare leaders and decision-makers to design, develop, and implement communication skills training in their own institutions.

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This book outlines Cleveland Clinic ' s pioneering, nationally-recognized REDE to Communicate SM program, which the legendary hospital system has used to become a world leader in relationship-centered communication. It reveals why the Clinic made effective communication a top strategic priority and how it successfully overcame obstacles to implementing it, including internal resistance from physicians, and adapted it for advanced care providers.

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