

GETTING IT DONE

Experienced Healthcare Leaders Reveal Field-Tested Strategies for Clinical and Financial Success

Kenneth H. Cohn, MD, FACS, and Steven A. Fellows, FACHE, Editors

This book shares the hard-earned lessons of healthcare leaders who removed roadblocks to clinical and financial excellence. Each chapter describes a real-life dilemma, distills the lessons learned, and provides step-by-step guidance. Use the strategies presented in this book to tackle similar challenges in your organization with greater speed, confidence, and success.

Physician engagement and collaboration are the common themes of these stories. Administrators, physicians, and nurses provide firsthand accounts of how they worked together to overcome obstacles and transform care for their communities.

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ABOUT THE EDITORS

Kenneth H. Cohn, MD, MBA, FACS, is the CEO of Healthcare Collaboration, a consulting and mentoring organization that works with physicians and hospital leaders to improve clinical and financial performance. Dr. Cohn is a clinically active, board-certified general surgeon.

Steven A. Fellows, FACHE, is the executive vice president and chief operating officer of Cottage Health System in Santa Barbara, California. He is also an adjunct instructor in the Health Services Administration Program at the University of Southern California, Los Angeles.

“Healthcare leaders face so many challenges; it can be overwhelming. The real-life examples and action-oriented recommendations in this book spell out exactly how our innovators and role models get the job done.”

—Kathleen Goonan, MD, Executive Director, Massachusetts General Hospital Center for Performance Excellence

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“Twenty-first century healthcare leaders need to move beyond strategies and tactics that have worked in the past. They need to adapt to changes using new skills that include actively listening and learning from one another. Reading the stories in this book gives me hope that it will happen during my lifetime. These stories profile leaders who have adapted to create new and innovative models and structures.”

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