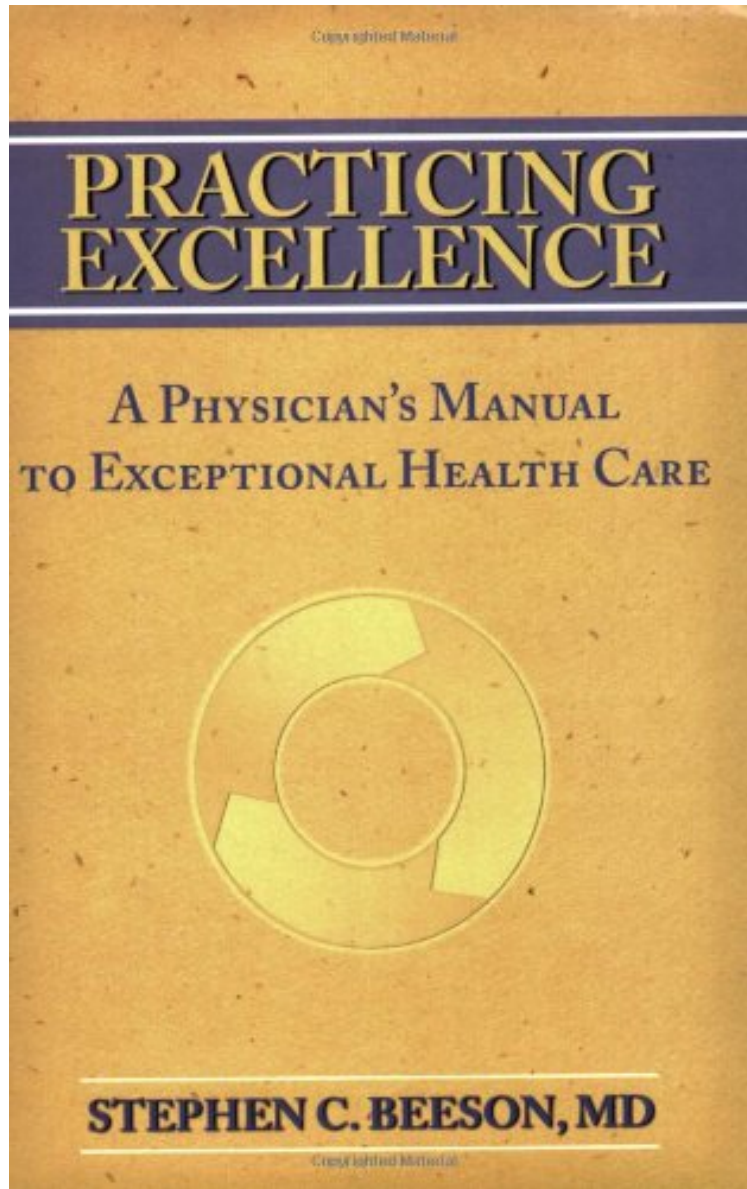


# Practicing Excellence: A Physician's Manual to Exceptional Health Care

*Stephen C., M.D. Beeson*

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**Stephen C., M.D. Beeson : Practicing Excellence: A Physician's Manual to Exceptional Health Care** before purchasing it in order to gage whether or not it would be worth my time, and all praised Practicing Excellence: A Physician's Manual to Exceptional Health Care:

2 of 2 people found the following review helpful. Well organized and presented  
By E. Hansen  
Much of this book is common sense. Unfortunately, it's not that common, even more so in the health field. It was recommended by leaders of a local hospital which had made strides towards improving customer service. This book alone won't fix your customer service issues. It does present a great groundwork, and spark an interest in staff and physicians alike and might provide the necessary inspiration to improve service and patient satisfaction. Great to give as a subtle hint to inspire physicians and staff to reach the conclusion that improvement must take place, while allowing them to come to that realization on their own. It helps to break down what can be an ambiguous or overwhelming concept into simple maxims that can be used in everyday life.  
0 of 0 people found the following review helpful. Great for physicians!  
By nancycntenn  
Great for M.D's. Our hospital CMO ordered them for the medical staff.  
0 of 0 people found the following review helpful. Three Stars  
By Mark S.  
great

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.

This is an excellent manual and should be required reading for all physicians, including medical students. --Floyd D. Loop, M.D., Former CEO Cleveland Clinic (1989-2004), Studer Group Medical Advisor  
A very practical how-to-guide. Addressed virtually all areas of push back! --Steven Gabbe, M.D., Dean Vanderbilt University School of Medicine  
Packed with valuable suggestions and tools that I can easily incorporate into my own practice as an individual physician. I came away from this book inspired to be a leader. --Phil Yphantides, M.D., Family Medicine Physician  
About the Author  
Dr. Stephen Beeson is a nationally recognized speaker who has provided tools and tactics for engaging and training physicians to medical groups and hospitals throughout the country. Dr. Beeson's physician training efforts have focused on providing tactical behaviors to physicians to improve patient care and drive organizational performance through physician engagement, leadership and performance improvement. Stephen Beeson is a board-certified family medicine physician practicing with Sharp Rees-Stealy Medical Group. In 2002, Dr. Beeson was selected by Sharp HealthCare leadership to serve as the Physician Fire Starter for the Sharp Experience, an organizational commitment to service and operational excellence. Dr. Beeson's patient satisfaction ranks him in the 99th percentile nationwide, and the San Diego County Medical Society voted him as one of San Diego's Best Physicians in 2005, 2006, 2007 and 2008. Recently, Dr. Beeson was a recipient for the Center of Recognized Excellence Award for Individual Service Excellence, and Sharp HealthCare was the recipient of the prestigious Malcolm Baldrige Award for 2007 for organizational performance.