

[Free] If I Were Healthcare CEO: An Employee Perspective

If I Were Healthcare CEO: An Employee Perspective

Anne Seymour Johnson

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Anne Seymour Johnson : If I Were Healthcare CEO: An Employee Perspective before purchasing it in order to gage whether or not it would be worth my time, and all praised If I Were Healthcare CEO: An Employee Perspective:

0 of 0 people found the following review helpful. Life SaverBy Stephanie KendallHeard about this book from a friend also in the healthcare industry. After reading it, I wish I would have purchased it sooner. Written in a common sense, user friendly fashion, the ideas and concepts that are laid out, bring successful customer service into the 21st Century. As an office manager, after white-boarding/affinity designing these touch points and comparing them to our current

processes/culture, we were able to see exactly how convoluted, time constraining, and frustrating our set-ups are. We have already begun implementing numerous strategies found in this book and have received positive, complimentary feedback from our staff and clients. If you want to be able to enjoy your job again, I highly recommend this book!

0 of 0 people found the following review helpful. Should be required reading...By Tom Hartman This book should be required reading for anyone who works in the healthcare industry. The book outlines how an organization can not only achieve organizational effectiveness, but do so with compassion to those they serve. The author touches upon many specific, common-sense strategies for business efficiency, employee engagement and patient satisfaction. All too often in the real world, these strategies are overlooked or ignored by top level managers who cannot see the positive effect of these ideas to the bottom line. The author wisely explains how the proper implementation of sensible, efficient policies and standards can transform a business from mediocre to great.

1 of 1 people found the following review helpful. I absolutely love Anne's perspective on subtle changes in the workplace that ...By loyal consumer I absolutely love Anne's perspective on subtle changes in the workplace that can make a world of difference.. I recommend this read to anyone

After ten years of watching the same cycles of employee disengagement, patient dissatisfaction, and lackluster business management repeat themselves in her workplace, Anne Seymour Johnson became aware of another pattern—her actionable plans for organizational and process improvement were repeatedly deflected by management. Placating her with assurances that change is not instantaneous, these healthcare leaders took no steps toward the changes that needed to happen. Frustrated with this inaction, Johnson amassed her ideas, suggestions and practical plans for revitalizing the service side of healthcare management into *If I Were Healthcare CEO: An Employee Perspective*. In this book full of service-savvy suggestions, Johnson outlines a process for change that can be applied to not only the struggling service sector of the healthcare industry but also other service-centered businesses in need of a makeover. Her succinct, easy-to-implement ideas are presented in a step-by-step guide to improving all areas of performance in service industries and business management, providing all the help you need to maximize stakeholder touch points for optimally efficient operations.

About the Author Anne Seymour Johnson has been involved in the healthcare industry since childhood, her baseline for care standards and service excellence established as she watched her parents conduct their operations as nursing-home administrators and owners. In addition to *If I Were Healthcare CEO: A Employee Perspective*, Johnson has also authored *Keys to the Front Medical Office*, released in 2013, both books the result of her more than ten years of direct experience in healthcare customer service in a variety of medical offices and hospital environments. Holding a BA in communications from Monmouth University, West Long Branch, New Jersey, she is the mother of two daughters and currently lives in Charleston, South Carolina.