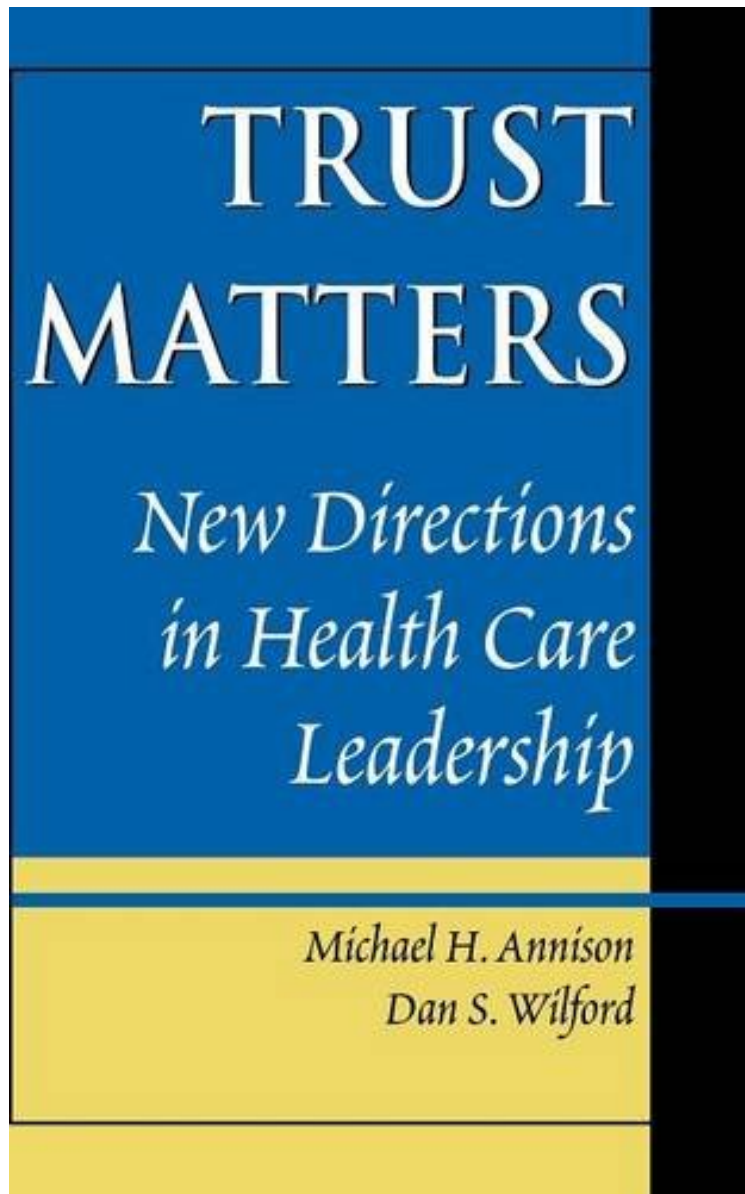


Trust Matters: New Directions in Health Care Leadership

Michael H. Annison, Dan S. Wilford
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#3205391 in Books Michael H Annison 1998-09-16Original language:EnglishPDF # 1 9.33 x .75 x 6.20l,
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35.Mb

Michael H. Annison, Dan S. Wilford : Trust Matters: New Directions in Health Care Leadership before purchasing it in order to gage whether or not it would be worth my time, and all praised Trust Matters: New Directions in Health Care Leadership:

0 of 0 people found the following review helpful. How Health Care has changed. By Kimberly Harlan In review of this book, I would give it 3 out of 5 stars. As I began to read the first chapter I was intrigued because I work in health care and I started in health care right as this change began. It was a whole different place and time then. We truly revolved around the patients and their families' needs not around the needs of "the business". There really was a relationship or bond that was made and the comfort level of the patient was our highest goal. Then over the next year or so we slowly saw the business beginning to change just as Annison describes, we were more worried about how much money we were bringing in and not if the patient was satisfied with the services that they received. It is about this time that I began to see the trust from our patients dwindle. As I read through the next few chapters of Annison's book it became clear to me why this occurred. The health care business was changing right in front of my eyes. As I read on it became apparent to me that we need to change the way we lead people in the health care systems. We need to find a happy medium where we can satisfy the patients so that they can trust us and be able to watch our bottom line so that the stock holders and business men and women are happy too. I feel that this book is a good read and that if you have ever worked in the health care system you should read it. It will truly change the way you think about the leaders of our health care systems. I feel that until you or a family member has to experience these new systems you really can not understand what or how it has changed in the last 20 years.

1 of 1 people found the following review helpful. New Directions By A Customer Annison and Wilford draw on years of experience, and learning from the school of hard knocks to develop a comprehensive but concise volume on a difficult subject. Trust is hard to describe, but building it, or tearing it down, is visible and this book does an excellent job in focusing HealthCare leaders on the need for and tools of Trust Building. Don't look for specific step by step formulas here; for, as the book describes, there are none that always apply to every situation. But this is a thought provoking work with strong observations on Trusteeship, Collaboration, Competition, Leadership, Complexity and the like. I recommend for Healthcare Leaders, and for anyone involved in Leadership at any level.

New Directions in Health Care Leadership Building trust in the health care community is our greatest challenge for the next century. This book tells us how to do it. Read it! - Leland Kaiser, founder, Kaiser Consulting Network Trust Matters is an essential guide for all health care professionals--managers, executives, board members, and health plan leaders--that offers the much-needed information and tools to help them regain the confidence of the patients they serve and people they work with. In a clear and persuasive manner, the authors explain how to develop health care organizations in which people trust each other and enjoy working together. Includes useful assessment tools and activities.

"Building trust in the health care community is our greatest challenge for the next century. This book tells us how to do it. Read it!" "What a superb, timely, and back-to-basics concept. Annison and Wilford are uniquely qualified to address this forgotten link. Trust is paramount in all aspects of health care." --Bill Kelley, chairman, Hill Rom --Leland Kaiser, founder, Kaiser Consulting Network "This book encourages us to recenter our work on core values and the patients and communities we serve. Board members, managers, and physicians should read it." --Tom Smith, president, VHA, Inc. "What a superb, timely, and back-to-basics concept. Annison and Wilford are uniquely qualified to address this forgotten link. Trust is paramount in all aspects of health care." --Bill Kelley, chairman, Hill Rom

From the Inside Flap A majority of Americans believe the United States has the best health care system in the world, yet they also believe it doesn't work for them. Many are convinced our country's health care system is riddled with fraud and abuse and most think that the health care industry is more concerned about the bottom line than a patient's well-being. Is it possible to restore confidence in our nation's health care system? Trust Matters offers all health care professionals the vital information and tools they need to help invigorate their institutions, develop trust, and gain the confidence of the people they work with and the patients they serve. In a clear and persuasive manner, Michael H. Annison and Dan S. Wilford explain how to create an atmosphere within health care organizations in which people believe in each other and enjoy working together, and most important, in which trust flourishes. A practical resource, the book is filled with illustrative case examples and anecdotes from health care professionals that clearly demonstrate how successful organizations create and maintain trust. The authors offer concrete advice about how to lay the foundation for building trusting relationships and guidance for learning how to sustain trust over the long haul. Annison and Wilford identify the most common barriers to trust and offer effective short-term answers and long-term solutions to rebuilding organizational trust and creating faith in professional relationships. The book explores in depth what it takes to be truly trusting and trustworthy and explains how to create trust between institutions that must simultaneously compete and collaborate. Written for health care managers, executives, board members, and health plan leaders, this essential guide contains a powerful personal assessment tool that will help answer the fundamental question, "How Trustworthy Am I?" Trust Matters presents a wealth of valuable insights and practical approaches for nurturing trust.

From the Back Cover A majority of Americans believe the United States has the best health care system in the world, yet they also believe it doesn't work for them. Many are convinced our country's health care system is riddled with fraud and abuse and most think that the health care industry is more concerned about the bottom

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