



## High Performance Healthcare: Using the Power of Relationships to Achieve Quality, Efficiency and Resilience

By Jody Hoffer Gittel

McGraw-Hill. Hardcover. Book Condition: New. Hardcover. 288 pages. Dimensions: 9.1in. x 6.3in. x 1.2in. In her groundbreaking book *The Southwest Airlines Way*, Jody Hoffer Gittel revealed the management secrets of the company *Fortune* magazine called the most successful airline in history. Now, the bestselling business author explains how to apply those same principles in one of our nations largest, most important, and increasingly complex industries. *High Performance Healthcare* explains the critical concept of relational coordination—coordinating work through shared goals, shared knowledge, and mutual respect. Because of the way healthcare is organized, weak links exist throughout the chain of communication. Gittel clearly demonstrates that relational coordination strengthens those weak links, enabling providers to deliver high quality, efficient care to their patients. Using Gittel's innovative management methods, you will improve quality, maximize efficiency, and compete more effectively. *High Performance Healthcare* walks you step by step through the process of: Identifying weak areas of relational coordination within your organization Transforming work practices that are creating barriers to relational coordination Building a high performance work system to foster consistent relational coordination across all disciplines The book includes case studies illustrating how some healthcare organizations are already transforming themselves using Gittel's proven tools. It concludes by...



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