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You know you have great healthcare providers. But are your systems and processes letting them maximize the time they spend with patients?

Readers will learn:

- Why patient flow maximizes the “Three Es”: Efficiency, Effectiveness, and Execution
- How to implement a proven methodology for improving patient flow
- Insights for improving flow’s “teammates”—patient safety, customer service, risk management, and more
- Why it’s important to engage physicians in the flow process (and how to do so)
- How to apply the principles of better patient flow to Emergency Departments, inpatient experiences, and surgical processes
- What the future of patient flow will look like— and how to start preparing for it right now

It’s a deeply important question. Even the most talented, most compassionate healthcare providers are only as good as the context in which they practice. Only when patients flow smoothly through the care process can physicians, nurses, and other care providers execute their tasks efficiently and effectively.

Hardwiring Flow: Systems and Processes for Seamless Patient Care, by Drs. Thom Mayer and Kirk Jensen, delves into one of the most critical issues facing healthcare leaders today. Patient flow. Essentially, it means patients spend exactly the right amount of time at every juncture in their journey through an organization—just enough time to maximize their clinical outcomes in the most cost-effective manner.

The book extends and updates the principles of the authors’ award-winning first book, Leadership or Smooth Patient Flow. It also integrates concepts originated by Quint Studer, author of the bestselling book Hardwiring Excellence. Drs. Mayer and Jensen bring the industry’s richest experience to this subject. Of course, better clinical outcomes must be at front and center of all change. But leaders cannot ignore financial impact. And as the authors of this book assert, organizations that master flow not only provide better care and reduce the likelihood of litigation, they also attract and retain the best possible talent. In short, they enjoy a decided competitive advantage in the healthcare market.

ABOUT THE AUTHORS:

Kirk B. Jensen, MD, MBA, FACEP, has spent over 20 years in Emergency Medicine management and clinical care. Board-certified in Emergency Medicine, he has been medical director for several emergency departments and is Chief Medical Officer for BestPractices and a Medical Director for Studer Group.

Thom A. Mayer, M.D., FACEP, FAAP, is the Chairman of the Board of BestPractices, Inc. and a Medical Director for the Studer Group. He has been widely recognized as one of the nation’s foremost experts in leadership, management, customer service, and flow in healthcare. He is also recognized as an expert in emergency medicine, pediatric emergency medicine, trauma and sports medicine.

To learn more about Thom and Kirk, please visit www.studergroup.com/hardwiringflow.

“Improving patient flow is one of the most confounding challenges in the healthcare system. Yet, when we get it right, the rewards—in terms of patient and staff satisfaction, patient safety, reduced waste, and improved financial status—are enormous. This book is a tremendous resource, chock-full of ideas, tools, and examples that will enable the reader to hardwire better flow solutions into their system.”

—Carol Haraden, PhD, Vice President, Institute for Healthcare Improvement

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