

# "How Patient-Provider Partnerships Transform Healthcare Organizations"

In their groundbreaking book, "How Patient-Provider Partnerships Transform Healthcare Organizations," authors Richard Bohmer and Anne Marie Hayes offer a roadmap for creating patient-centered care models that improve outcomes, reduce costs, and enhance the patient experience.



## Patient Engagement: How Patient-provider Partnerships Transform Healthcare Organizations (Organizational Behaviour in Healthcare)

★★★★★ 5 out of 5

Language : English  
File size : 2320 KB  
Text-to-Speech : Enabled  
Screen Reader : Supported  
Enhanced typesetting : Enabled  
Print length : 348 pages



Based on their extensive research and experience working with healthcare organizations around the world, Bohmer and Hayes argue that the traditional model of healthcare delivery, in which patients are passive recipients of care, is no longer sustainable. They propose a new model, based on the principles of partnership and shared decision-making, that empowers patients to take an active role in their own care.

Bohmer and Hayes identify four key elements of successful patient-provider partnerships:

1. **Trust:** Patients must trust that their providers have their best interests at heart and that they are committed to providing high-quality care.
2. **Communication:** Patients and providers must be able to communicate effectively with each other. This includes being able to share information, ask questions, and express concerns.
3. **Shared decision-making:** Patients and providers should work together to make decisions about the patient's care. This includes discussing treatment options, weighing the risks and benefits, and making choices that are in line with the patient's values.
4. **Collaboration:** Patients and providers should work together to develop and implement care plans. This includes setting goals, identifying resources, and monitoring progress.

Bohmer and Hayes provide numerous examples of how patient-provider partnerships have transformed healthcare organizations. For example, they describe how one hospital reduced readmission rates by 20% by implementing a program that involved patients in their own discharge planning. Another hospital improved patient satisfaction scores by 15% by creating a patient advisory council that gave patients a voice in the design and delivery of care.

"How Patient-Provider Partnerships Transform Healthcare Organizations" is a must-read for anyone who is interested in improving the quality, cost, and experience of healthcare. Bohmer and Hayes provide a clear and concise

roadmap for creating patient-centered care models that can transform healthcare organizations.

## About the Authors

**Richard Bohmer** is a professor of healthcare management at the University of Pennsylvania. He is a leading expert on patient-provider partnerships and has published numerous articles and books on the topic.

**Anne Marie Hayes** is a senior consultant with The Advisory Board Company. She has over 20 years of experience working with healthcare organizations to improve patient care.

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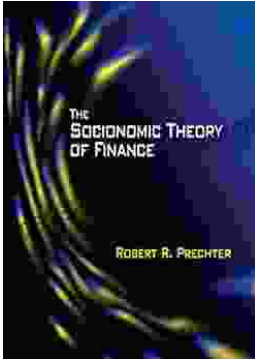


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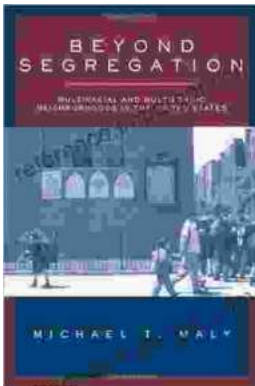
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