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the Cleveland Clinic Way —is available through Amazon. And for more on this topic, see: Leadership First, and other Critical Lessons to Improve Patient Experience, and Cleveland Clinic Summit: Sharable and Scalable Patient Experience Ideas.

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Service Fanatics explains the strategies and tactics any leader can emulate to turn his or her organization into a patient- and family-centric healthcare delivery model. It also candidly describes the challenges in execution and the solutions leaders can apply. Featuring customer service case studies from other industries and interviews with C ...

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Service Fanatics is the definitive resource for leaders seeking to put the patient at the center of their organizations." -- Pat Ryan, CEO of Press Ganey " Service Fanatics is upfront about just how hard it is to change a culture so that it becomes truly customer-centric--then tells you how you can do it anyway. . . .

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Dr. James Merlino, who was a keynote speaker at the 2014 Canadian Conference of Physician Leaders, is the Cleveland

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Clinic's chief experience officer. In Service Fanatics, he describes how the Cleveland Clinic, an organization with an excellent clinical reputation and some of the best clinical outcomes in the world, evolved from an organization with low scores for patient experience to one ...

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