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Prescription for Excellence: Leadership Lessons for Creating a World-Class Customer Experience from UCLA Health System

By Joseph Michelli

McGraw-Hill. Hardcover. Book Condition: New. Hardcover. 320 pages. Dimensions: 9.0in. x 6.2in. x 1.2in. Joseph Michelli, author of *The Starbucks Experience* and *The New Gold Standard*, is among the world's top authorities on the principles of creating an organizational culture dedicated to service excellence. In these bestselling books, he examines how leading service companies dominate their respective industries with innovative customer experience strategies. Now, Michelli turns his attention to one of the most complex, controversial, and critical industries: healthcare. In *Prescription for Excellence*, Michelli provides an inside look at an organization that has become the envy of its industry and explains how you can dominate your own industry by using the same approach. UCLA Health System is revered worldwide for its top-tier patient/customer care. Great physicians, nurses, researchers, and staff are only part of the equation; UCLA's overall success is a result of organization-wide collaboration that is driven by leaders with a shared vision of unyielding excellence. Michelli breaks down UCLA's approach into five simple principles: Commit to Care, Leave No Room for Error, Make the Best Better, Create the Future, Service Serves Us. From administrative offices to operating rooms to research centers, continued adherence to these five principles has guided UCLA to...


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