



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

Jody Hoffer Gittell

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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 nation’s 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 identifying industry-level obstacles to high performance healthcare and showing how individual organizations and their leaders can support sweeping change at the highest levels.

Policy changes and increased access to care will not alone answer the healthcare industry’s problems. Timely, accurate, problem-solving communication that crosses all organizational boundaries is a powerful response to business as usual. *High Performance Healthcare* explains exactly how to achieve this crucial dynamic, providing a long-awaited cure to an industry in crisis.

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