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**That Creates
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Lee 2015-11-20 The

best strategies in
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guest Riess presents a
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empathy: the science
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Revolutionary
advances in medical

knowledge have
caused doctors to
become so focused on
their narrow fields of
expertise that they
often overlook the
simplest fact of all:
their patients are

suffering. Dr. John
Russell welcomes Dr.
Thomas Lee, Chief
Medical Officer at
Press Ganey and
author of An Epidemic
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Advantage cup of

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afternoon, instead they cope with some malicious virus inside their desktop computer.

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in Healthcare: How to
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Care that Creates a

Competitive
Advantage by Thomas
H. Lee was kind of a
mouthful of a book. It
attracted me,
predictably, because I
am serious about
empathy in healthcare.

I've seen many
examples of
healthcare where
empathy is lacking,
and it breaks me.

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pandemic affects a higher number of people and can be more deadly than an epidemic. It can also lead to more social disruption, economic

loss, and general
hardship on a wider
scale. The COVID-19

**The Impact of
Compassionate
Connected Care on**

Safety ...

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Compassionate
Connected Care
improves safety,
quality, and
experience of care. In
the age of COVID-19,

it is even more critical.
The care model and
strategies to deliver it
are underpinned by
quantitative and
qualitative data and
provide a roadmap for
caregivers during this

unprecedented crisis.

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