



McGraw Hill Digital Resources for Corporate & Hospital Leadership

Topic	Resource	Digital Site
Administrative Leadership	Manual of Healthcare Leadership for Physician and Administrative Leaders	AccessMedicine
Innovation	The Innovator's Prescription: A Disruptive Solution for Health Care	AccessMedicine
	Innovation the Cleveland Clinic Way: Powering Transformation by Putting Ideas to Work	AccessMedicine
Professionalism	Understanding Medical Professionalism	AccessMedicine
Teamwork	Understanding Teamwork in Healthcare	AccessMedicine
Resources and Tools to Assist with Quality Improvement/ Translational Research	Performance Improvement for Healthcare: Leading Change with Lean, Six Sigma, and Constraints Management	AccessMedicine
	Lean Six Sigma for Hospitals: Improving Patient Safety, Patient Flow and the Bottom Line, 2e	AccessMedicine



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	<u>High Performance Healthcare: Using the Power of Relationships to Achieve Quality, Efficiency and Resilience</u>	AccessMedicine
	<u>Measuring ROI in Healthcare: Tools and Techniques to Measure the Impact and ROI in Healthcare Improvement Projects and Programs</u>	AccessMedicine
	<u>Understanding Patient Safety, 3e</u>	AccessMedicine
	<u>Pediatric Patient Safety and Quality Improvement</u>	AccessPediatrics
	<u>Podcast Discussions: Users' Guides to the Medical Literature: A Manual for Evidence-Based Clinical Practice</u>	JAMAevidence
	<u>Book: Users' Guides to the Medical Literature: A Manual for Evidence-Based Clinical Practice, 3rd ed</u>	JAMAevidence
	<u>Teaching Tools: Users' Guides to the Medical Literature: A Manual for Evidence-Based Clinical Practice, 3rd ed Lecture Slide Decks</u>	JAMAevidence



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	Clinical Calculators	JAMAevidence
	Critical Appraisal and Information Cycle Worksheets	JAMAevidence
Conflict Resolution	The Exchange Strategy for Managing Conflict in Health Care: How to Defuse Emotions and Create Solutions When the Stakes Are High	AccessMedicine
Customer Service Experience	Prescription for Excellence: Leadership Lessons for Creating a World-Class Customer Experience from UCLA Health System	AccessMedicine
	Service Fanatics: How to Build Superior Patient Experience the Cleveland Clinic Way	AccessMedicine
	Management Lessons from Mayo Clinic: Inside One of the World's Most Admired Service Organizations	AccessMedicine
	Communication the Cleveland Clinic Way: How to Drive a Relationship-Centered Strategy for Superior Patient Experience	AccessMedicine



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Value-Based Healthcare	Understanding Value-Based Healthcare	AccessMedicine
Telehealth	Understanding Telehealth	AccessMedicine
Healthcare Information Technology Security	Healthcare Information Security and Privacy	AccessMedicine
	It's About Patient Care: Transforming Healthcare Information Technology the Cleveland Clinic Way	AccessMedicine
Health Policy	Understanding Health Policy: A Clinical Approach, 7e	AccessMedicine
Ethics	Clinical Ethics	AccessMedicine
Global Health	Understanding Global Health, second edition	AccessMedicine
Underserved Patient Populations	Medical Management of Vulnerable and Underserved Patients: Principles, Practice, and Populations, 2e	AccessMedicine