



McGraw Hill Digital Resources for Organizational Development Professionals

Topic	Resource	Digital Site
Leadership	Manual of Healthcare Leadership for Physician and Administrative Leaders	AccessMedicine
Professionalism	Understanding Medical Professionalism	AccessMedicine
Conflict Resolution	The Exchange Strategy for Managing Conflict in Health Care: How to Defuse Emotions and Create Solutions When the Stakes Are High	AccessMedicine
Teamwork	Understanding Teamwork in Healthcare	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



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	<u>Management Lessons from Mayo Clinic: Inside One of the World's Most Admired Service Organizations</u>	AccessMedicine
Healthcare Information Technology Security	<u>Healthcare Information Security and Privacy</u>	AccessMedicine
	<u>It's About Patient Care: Transforming Healthcare Information Technology the Cleveland Clinic Way</u>	AccessMedicine
Health Policy	<u>Understanding Health Policy: A Clinical Approach, 7e</u>	AccessMedicine
Ethics	<u>Clinical Ethics</u>	AccessMedicine
Global Health	<u>Understanding Global Health, second edition</u>	AccessMedicine
Underserved Patient Populations	<u>Medical Management of Vulnerable and Underserved Patients: Principles, Practice, and Populations, 2e</u>	AccessMedicine
Innovation	<u>The Innovator's Prescription: A Disruptive Solution for Health Care</u>	AccessMedicine
		AccessMedicine



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	Innovation the Cleveland Clinic Way: Powering Transformation by Putting Ideas to Work	
	Understanding Telehealth	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
	Measuring ROI in Healthcare: Tools and Techniques to Measure the Impact and ROI in Healthcare Improvement Projects and Programs	AccessMedicine
	High Performance Healthcare: Using the Power of Relationships to Achieve Quality, Efficiency and Resilience	AccessMedicine
	Understanding Patient Safety, 3e	AccessMedicine



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	Pediatric Patient Safety and Quality Improvement	AccessPediatrics
	Podcast Discussions: Users' Guides to the Medical Literature: A Manual for Evidence-Based Clinical Practice	JAMAevidence
	Book: Users' Guides to the Medical Literature: A Manual for Evidence-Based Clinical Practice, 3rd ed	JAMAevidence
	Teaching Tools: Users' Guides to the Medical Literature: A Manual for Evidence-Based Clinical Practice, 3rd ed Lecture Slide Decks	JAMAevidence
	Clinical Calculators	JAMAevidence
	Critical Appraisal and Information Cycle Worksheets	JAMAevidence
Communication Tools (Emotional Intelligence)	Patient Communication Videos	AccessMedicine
	Communication the Cleveland Clinic Way: How to Drive a Relationship-Centered Strategy for Superior Patient Experience	AccessMedicine