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Lee
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Differently
Fred Lee

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Can Learn From
Disney World -**

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Lygeia Ricciardi

*If Disney Ran
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Hospital Like a
Disney Theme
Park | Gateway

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Rehabilitation 9
Hospital

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Patient Delight
- \"If Disney
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Hospital\" by
Dr. S. Manivannan
If Disney Ran

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The Starch
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Delivering good
and outstanding

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\"Change\
Through Customer
Feedback Say
This, Not That:
Patient
Experience Video
Customer Service
Vs. Customer

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Experience Adam
~~Ruins Everything~~
~~—The Real~~
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~~Are So Expensive~~
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With Frozen 2 In
Delayed Sequel
Minutes Why
raising your
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TEDxUniversityof
Brighton

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inspiration,

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creativity, and
having faith in
your team | Tom
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Patient~~

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Radiology~~ Losing
Arguments with
Your Wife After
Her Brain

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Surgery – Jim
Gaffigan i
edited a peppa
pig episode
cause i ran out
of ideas

This Beautiful
Fantastic *Bitten*
While Defending
A Friend **IF**
Disney Ran Your
Business What
Would It Look
Like? The

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~~Brad Berk at
TEDxFlourCity~~

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your hospital,
it would look a
lot friendlier,

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Differently
Fred
Lee

respond to your
needs
immediately, and
it would keep
you safer and
healthier. The
strengths of
Fred Lee's easy
to read book, in
my opinion, are:
It costs nothing
to show
courtesy, to
smile, to make

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1/2 Things You
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Yes u can A
hospital or a
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hospital is NOT

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Disney World or
NASCAR or even
an airplane. The
author clearly
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and instills
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Disney so that
If Disney Ran
Your Hospital
does make sense
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it would look a
lot friendlier,
respond to your
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you safer and
healthier. The
strengths of
Fred Lee's easy
to read book, in
my opinion, are:

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If Disney Ran
Page 21/55

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with Fred Lee.
Fred Lee is an
American Author
who is a
nationally
recognised
expert and
consultant in
patient
relations and
service
excellence. His

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Differently
Fred Lee
was awarded the
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Year from
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of Healthcare
Executives. Here
he talks to us
about the
differences

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that Fred Lee
answers in his
best-selling
healthcare
management book,
If Disney Ran
Your Hospital; 9
Things You Would
Do Differently.

Access PDF If Disney Ran

Using examples from his work with Disney and as a senior-level hospital executive, he challenges the assumptions that have defined customer service in healthcare.

Access PDF If Disney Ran Your Hospital? 1 2 Things You Would Do Differently

Written by.

Lloyd Price. If
Disney Ran Your
Hospital: 9 1/2
Things You Would
Do Differently.
Fred Lee was an
American
hospital
executive who
left his senior

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role in health care and joined Disney. He is clearly fascinated by the Disney approach and the importance of the customer experience, and in his book he reflects on how some of the approach could

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Your Hospital :
What Healthcare
can learn ...
Disney's global
success is
attributed to
its consistency

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Your Hospital 9
in the day-day
execution of
12 Things You
universally
Would Do
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Differently Fred
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that if Disney
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hospital, nurses
would believe
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standard of
12 Things You
other nurses in
Would Do
similar
Differently Fred
against the
Lee
standards set by
the nicest
people giving
services
anywhere.

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The idea that
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anything to
teach us about
how to run
hospitals is a
stretch, at
best, and a more
likely a counter
productive
fantasy. A

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Your Hospital is not
a luxury resort,
an operating
room...

Differently Fred Lee

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it would look a
lot friendlier,

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respond to your
needs
immediately, and
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to read book, in
my opinion, are:
it speaks in
plain English,
not healthcare/m
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by Lee, Fred

(May 30, 2004)

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the discussion
about patient
experience with
his best-selling
book If Disney
Ran Your
Hospital—9 ½
Things You Would

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Do Differently,
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the Art of
Compassion and
Empathy, Fred
and co-author

Access PDF If Disney Ran Your Hospital 9 Laird encourage all of us to raise the bar again. Differently Fred Lee

Heartwiring.com
If Disney Ran
Your Hospital,
that's the title
of a book
written by Fred
Lee, a senior-

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Your Hospital 9
executive, who
helped run a
hospital near
Walt Disney
World in the
Orlando, Florida
area and also
spent a great
deal of time at
the Disney
Institute
learning about
the Disney magic

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12 Things You
Would Do
Differently

when it comes to
designing
magical guest
experiences.

Fred
Lee

What Would
Patient
Experience be
like if Disney
ran your ...
Fred Lee, author
of 'If Disney
ran your

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hospital: 9 1/2
things you would
do differently',
presented to the
HARC Network in
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on what needs to
be done to help
hospitals
develop cultures
that best
support
effective
healthcare and

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patient
experience. HARC
stands for the
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Alliance for
Research
Collaboration.

Fred Lee | If
Disney ran your
hospital --
going from good

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...
"If Disney Ran
Your Hospital
contains
timeless ideas
for better
patient
experiences that
Fred artfully
correlates to
better clinical
outcomes. Our
rehabilitation
hospital

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embraced the
ideals that Fred
Lee personally
presented to my
entire hospital
team a few years
ago, and we have
seen sustained
improvement in
patient
experience
scores as well
as "Best in
Class" employee

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traditional
service
organizations,
Disney does not
provide a

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Lee

service. Neither
does your
hospital. They
both provide an
"experience".
Disney is the
premier example
of this newly
evolved economic
category, and
hospitals would
do well to
emulate the most
vital things

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Your Hospital?
that earn Disney
the love of
their guests and
employees.

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Your Hospital -
We have reached
the ceiling in

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How much we can
improve patient
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and deploying
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companies like
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Nordstrom's. ...
We have reached
the ceiling in
how much we can
improve patient
satisfaction ...

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Lee
Disney recruited
him because of
his expertise in
helping
hospitals
achieve a
culture that
inspires
patients and

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employee
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Disney, he
helped to adapt
and facilitate
Disney's
approach to
quality service
and to develop
its newest
seminar on
customer
loyalty.

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