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If Disney Ran Your Hospital: 9 1/2 Things You Would Do Differently by Fred Lee

Author of the best-selling healthcare management book, If Disney Ran Your Hospital: 9 1/2 Things You Would Do Differently and winner of the 2005 ACHE James A. Hamilton Book of the Year. Mr. Lee's principles are changing cultures in healthcare nationwide by casting new light on Patient Experience & Patient Loyalty

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Fred Lee, author of 'If Disney ran your hospital: 9 1/2 things you would do differently', presented to the HARC Network in September 2012 on what needs to be done to help hospitals develop cultures that best support effective healthcare and an improved patient experience. HARC stands for the Hospital Alliance for Research Collaboration. HARC is a collaborative network of researchers, health managers, clinicians and policy makers based in NSW, Australia managed by the Sax Institute.

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