



Patients come second: Leading change by changing the way you lead

<https://libraries.phsa.ca/permalink/catalog113864>

Spiegelman, Paul, Berrett, Britt. New York, NY: An Inc. Original , 2013. (Book) — 4 copies, [4 available](#)

Audience: Professional
Featured

Agency: BC Children's and Women's

Location: Study & Learning Commons

Call Number: REF JB 200 SPI 2013

“ *Patients Come Second* shakes up the traditional healthcare model, arguing that in order to care for and retain patients, leaders must first create exceptional teams and find ways to engage nurses, administrative staff, physicians, supervisors, and even housekeeping staff and switchboard operators. B...