Promising Care - How We Can Rescue Health Care by Improving It

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HOBOKEN, N.J.--(BUSINESS WIRE)--John Wiley & Sons, Inc. - Steve Jobs once said, “You can't connect the dots looking forward; you can only connect them looking backwards. So you have to trust that the dots will somehow connect in your future.” Author Donald M. Berwick connects the dots of his prestigious career as a physician, health care educator and policy expert, leader of the Institute for Healthcare Improvement (IHI), and administrator of the Centers for Medicare & Medicaid Services through a series of 16 speeches given over a 10-year period. Inside PROMISING CARE: How We Can Rescue Health Care by Improving It (John Wiley & Sons; December 2013; $45.00), readers witness the growth and maturing of the quality improvement movement, captured in time and meaning by one of the world's most respected leaders and speakers on how to achieve better health and health care, while reducing costs. “As the speeches in Promising Care click by in my mind, I can once again see serendipity at work, as my thinking evolved through the first decade of the twenty-first century,” said Berwick. These speeches show Berwick's evolution and development of the cornerstones to improving health care in the United States. He recalls, “Dozens of transitions occur to me, but I discern five of particular power to shape my views.” These include:

- The arrival of “spread” and “scale” to encourage prototypes of success
- “Patient Centeredness” as a foundation for improvement
- No longer tolerating the separation between “care outcomes” and “cost outcomes”
- The interface between the quality movement and the world of politics
- The role of “spirituality” or “mindfulness” in health care

Each of Berwick's compelling speeches is preceded by a brief commentary by a prominent figure in health care, policy, or politics who has a unique connection to that particular speech. Contributors include such notables as Tom Daschle, Paul Batalden, and Lord Nigel Crisp. Their commentaries reflect on how it felt to hear the speech in the context in which it was delivered, and assess its relevance in today's health care environment.

PROMISING CARE is now available for purchase online and at retailers nationwide in both print and all e-book formats. For a list of retailers, visit www.wiley.com.

About the Author

Donald M. Berwick, MD, MPP, FRCP, is the former President and CEO of the Institute for Healthcare Improvement (IHI), an organization that Dr. Berwick co-founded and led for 18 years. He is one of the nation's leading authorities on health care quality and improvement. In July, 2010, President Obama appointed Dr. Berwick to the position of Administrator of the Centers for Medicare and Medicaid Services (CMS), which he held until December, 2011. A pediatrician by background, Dr. Berwick has served as Clinical Professor of Pediatrics and Health Care Policy at the Harvard Medical School, Professor of Health Policy and Management at the Harvard School of Public Health, and as a member of the staffs of Boston's Children's Hospital Medical Center, Massachusetts General Hospital, and the Brigham and Women's Hospital. He served on President Clinton's Advisory Commission on Consumer Protection and Quality in the Healthcare Industry. He is a recipient of numerous awards, including, the 2002 American Hospital Association's Award of Honor, the and the 2007 Heinz Award for Public Policy from the Heinz Family Foundation. In 2005, he was appointed "Honorary Knight Commander of the British Empire" by the Queen of England, the highest honor awarded by the UK to non-British subjects, in recognition of his work with the British National Health Service. Dr. Berwick is the author or co-author of over 160 scientific articles and four books. He is at present a Lecturer in the Department of Health Care Policy at Harvard Medical School and a Senior Fellow at the Center for American Progress.

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