Kansas Hospital Association
Trustee Education

The Leader’s Role in Building and Sustaining Exceptional Patient and Employee Experiences

This two-minute video from Jamie Orlikoff highlights his presentation at the KHA’s Critical Issues Summit.

After the video, consider these discussion questions around the four key points of focus:

What is our total cost of care and affordability?

How can we better engage our consumer/patients?

How do we align our physicians with evidence-based performance?

Where do we need to upgrade our governance and leadership?

More?

For more Trustee Resources, go to www.kha-net.org and click on Trustee Resources.