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Dr. Merlino ' s book— Service Fanatics: How to Build Superior Patient Experience the Cleveland Clinic Way —is available through Amazon. And for more on this topic, see: Leadership First, and other Critical Lessons to Improve Patient Experience, and Cleveland Clinic Summit: Sharable and Scalable Patient Experience Ideas.

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Dr. James Merlino, who was a keynote speaker at the 2014 Canadian Conference of Physician Leaders, is the Cleveland Clinic ' s chief experience officer. In Service Fanatics, he describes how the Cleveland Clinic, an organization with an excellent clinical reputation and some of the best clinical outcomes in the world, evolved from an organization with low scores for patient experience to one ...

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