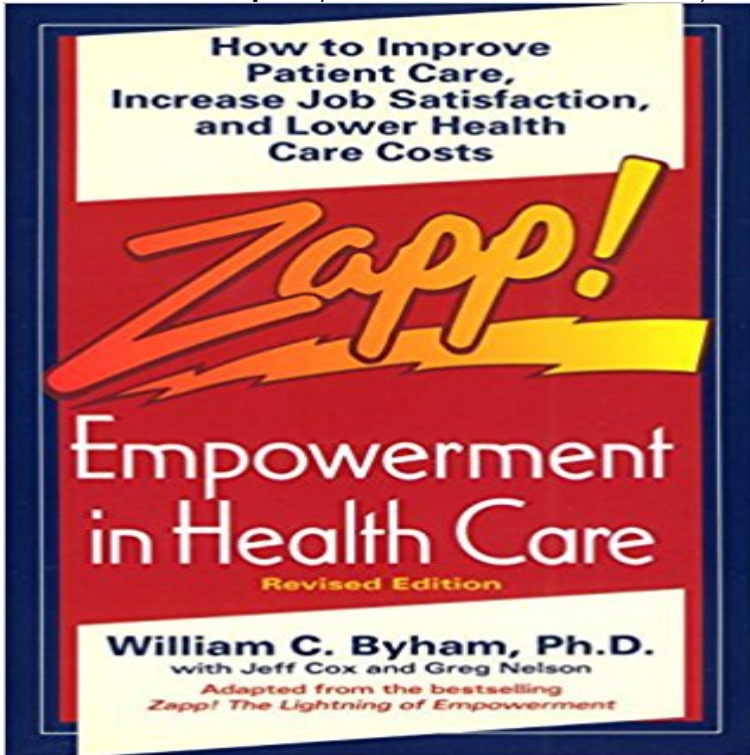


# Zapp! Empowerment in Health Care: How to Improve Patient Care, Increase Employee Job Satisfaction, and Lower Health Care Costs



Couldnt have come at a better time! The message is definitely on target. People who work with staff and volunteers in any profession would gain from reading, re-reading, and practicing the concepts in this book. John Paul Vice President, American Heart Association. William C. Byham's book, ZAPP! THE LIGHTNING OF EMPOWERMENT took the business world by storm. Now ZAPP! EMPOWERMENT IN HEALTH CARE is packed with step-by-step, hands-on information to help health-care providers revitalize medicine and help control costs by taking control of their jobs, improving existing processes, sharing decision-making, and more, as well as zeroing in on the special needs, rights, and responsibilities of patients.

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