Contents

Foreword		ix
Acknowledgments		xiii
Chapter 1	Aims and Scope	1
Part I	Dyad Leadership: An Integrated Approach	
Chapter 2	Complexity and Ambidexterity	15
Chapter 3	An Integrated Approach	25
Chapter 4	Dyad Roles: Self-Assessment	39
Part II	Role: Health Innovator	
Chapter 5	The Context for the Dyad Health Innovator	57
Chapter 6	Improving the Health of Populations	67
Chapter 7	Reducing Per Capita Cost	77
Chapter 8	Accountable Care Organization Models	87
Chapter 9	Innovation and Culture	107
Part III	Role: Value Strategist	
Chapter 10	The Context for the Dyad Value Strategist	121
Chapter 11	Operating Margins	129
Chapter 12	Brand Promotion and Retention	145
Chapter 13	Positive Outcomes	167

Part IV	Role: Clinical Integration Champion	
Chapter 14	The Context for the Dyad Clinical Integration Champion	179
Chapter 15	A Platform for Collaboration	189
Chapter 16	Fitting into a Culture of Safety and Reliability	197
Chapter 17	Teamwork: Assessment and Development	209
Part V	Role: Patient Advocate	
Chapter 18	The Context for the Dyad Patient Advocate	225
Chapter 19	Doctor-Patient Communication	235
Chapter 20	Interaction Competencies	249
Chapter 21	Hospital Consumer Assessment of Healthcare Providers and Systems	263
Part VI	Physician Leadership: Skills and Competer	ıcies
Chapter 22	Dyad Partners as Emotional Intelligence Leaders	277
Chapter 23	Personality Traits	285
Chapter 24	Message Orientation	295
Chapter 25	Competency Development	305
Part VII	Conclusion	
Chapter 26	Sustaining the Dyad	317
Index		327
About the Author		353