



# Creating the New American Hospital: A Time for Greatness

V. Clayton Sherman

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### **Creating the New American Hospital: A Time for Greatness**

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--Coyla Anderson, executive vice president, operations, Holy Cross Health System

At a time when the health care industry is going through a crisis--closures, layoffs, soaring costs, dissatisfied customers, and increased turnover--some hospitals have dramatically improved quality, productivity, and profitability. How?

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