

# Editorial

We are delighted to bring you the first issue of Volume 2 of *Management in Healthcare: A Peer-Reviewed Journal*. The papers featured in this issue continue the journal's mission of providing an in-depth insight into new thinking, practice and applied research in healthcare management worldwide. We hope you enjoy reading them. We are also delighted to provide advance notice of some of the content already scheduled for the rest of Volume 2. Just a selection of the healthcare management experts already scheduled to have papers published includes:

- **Building a grateful patient donor pipeline with strategic events**  
*Robin Merle, Senior Vice President and Chief Development Officer, and Alessandra T. Garber, Development Director, Hospital for Special Surgery*
- **Impacting population health through innovative marketing**  
*Erinne Kovi Dyer, EVP and Chief Growth Officer, Envera Health, Kate Fox Nagel, former Chief Administrative Officer, Care Alliance Health Center, and Andy Kaplan, ASK Business Innovations*
- **Utilising advanced event metrics to create more efficient and effective philanthropic events at Mayo Clinic**  
*John Downer, Lead Event Manager, Department of Development, Mayo Clinic*
- **Curating health system integration through value-driven change: Adaptive leadership in a complex environment**  
*Richard Choong, Board Chair, Learne Durrington, CEO, and Christine Kane, General Manager, Strategy and Policy, WA Primary Health Alliance*
- **How to effectively communicate quality**  
*Chris Nelson, Executive Director, University of Utah Hospital Foundation, University of Utah Health Care*
- **The evolution of 'Radical Convenience' delivered in an integrated health care model**  
*Paul Szilagyi, VP, Primary Care & Medical Centers, and Ara Telbelian, Director of Marketing, Henry Ford Medical Group, Director of Brand Management, Henry Ford Health System*
- **Why and how to engage front line nurses and clinical staff in leadership**  
*Heather Brace, Human Resources Manager, Todd Neubert, Nurse Administrator, and Judy Williamson, Nurse Administrator, Intermountain Healthcare*
- **Cultivating and leveraging faculty partnerships to identify grateful patients**  
*Paola Werstler, Development Director, Neurosciences, Cedars-Sinai Medical Center*
- **Using metrics to measure and manage your 'best in class' development programme**  
*Nicole Thigpen Felix, Senior Director, Campaign, Northwell Health Foundation*
- **How to improve internal communications and do it more creatively**  
*Stephanie Price, Senior Communications Specialist, Johns Hopkins Medicine*
- **Addressing burnout by enhancing resilience in a professional workforce: A qualitative study**  
*Janine R. Kamath, Chair, Department of Management Engineering and Internal Consulting, Mayo Clinic (et al)*

- **Creating and leading a quality improvement culture at scale**  
*Elaine Mead, Chief Executive, Cameron Stark, Consultant in Public Health Medicine, and Maimie Thompson, NHS Highland*
- **‘This is our day’: How Tufts Medical Center does the Boston Marathon**  
*Ashley E. Robshaw, Emergency Medicine Physician Assistant, Cambridge Health Alliance (et al)*
- **Patient access metrics in the ambulatory enterprise**  
*Elizabeth W. Woodcock, Founder, Patient Access Symposium, Sarah Kier, Director of Operations, Patient Access and Referral Management, The Emory Clinic, and Vivian Zhao, Director of Access Operations and Process Improvement, Johns Hopkins Patient Access Services*
- **A roadmap for using Sharepoint to enhance organisation and management functions: A healthcare organisation case study**  
*Hanan Althagafi, College of Business Administration, King Saud University, and Tahani Daghistani, College of Public Health and Health Informatics, King Saud Bin Abdulaziz University for Health Sciences*
- **Out-of-hospital services: Shaping the future**  
*Tracy Taylor, Chief Executive, Birmingham Community Healthcare NHS Foundation Trust and Black Country Partnership NHS Foundation Trust*
- **The advent of digital physician relations**  
*Dan Dunlop, Principal, Jennings*
- **Why repeat and replace of the Affordable Care Act will have minimal impact if it occurs at all**  
*Bob Stearnes, Manager, Process Black Belt, Conifer Health Solutions*

Nevertheless, we are still seeking new submissions for Volume 2, so if you wish to submit a paper or case study to be considered for publication, please do not hesitate to contact me at the e-mail address below for details of available copy deadlines or any other guidance you require. We would be delighted to hear from you.

**Simon Beckett**  
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