

## Physicians' Professional Performance



**Physicians' Professional  
Performance**  
*Between Time and Technology*

Kiki Lombarts

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## Author's note

*"Patients, physicians and society deserve doctors with cool heads and warm hearts".*

I believe that it takes *doctors with cool heads and warm hearts* to deliver high quality care and that most physicians practice medicine to provide nothing less to each of their patients. This book is a result of my personal and professional reflections on working with physicians for 25 years in the Netherlands and abroad. It is a translation and adaptation of the original Dutch (second) edition, incorporating new insights, lessons learned and the latest scientific literature. During the writing process, I had to sort out my own professional experiences, viewpoints on healthcare and personal beliefs.

In hindsight, the publication of the Dutch book (2014, revised in 2016) was the start of an unexpected and rich journey for me and my research team. My plea, as which this book can be read, was warmly welcomed by many in the medical community and beyond. My words seemed to have struck a nerve and in the following years led to

numerous inspiring conversations, meeting new people and starting new collaborations. What struck me most was the wide recognition of the three pillars of professional performance – introduced in this book – and the extent to which they seemed to reflect a *shared* ideal of many physicians. On more than one occasion physicians expressed their appreciation for me voicing their view on what it means to be a dedicated doctor and for acknowledging what a lifelong commitment to the medical profession takes. I felt and still feel grateful for their feedback and it encourages me to continue to support physicians in their pursuit of providing excellent and compassionate patient care.

During the past few years I have witnessed how physicians – medical specialists, trainees and medical students –, researchers, educators and healthcare administrators incorporated ideas set down in the Dutch edition of this book into (performance improvement) policies, new curricula and courses, teaching practice, research and professional development. I can only dream that the English edition may equally inspire some of its readers. It is my hope that initiatives born out of *Physicians' Professional Performance: Between Time and Technology* will contribute to the professional fulfilment of physicians and to patients' healthcare experiences and outcomes.

*Kiki Lombarts, August 2019*