



EXCELLENCE IN HEALTHCARE

Service Excellence In Health Care

Lawrence F. Wolper



Service Excellence In Health Care:

Achieving Service Excellence Myron D. Fottler, Robert Clayton Ford, Cherrill P. Heaton, 2002 On any particular day a patient can deem your organization and its services a disappointment One unfortunate incident can cost you the goodwill of that patient and anyone that patient knows Compete successfully in today's customer driven market Enhance your customer service with the tools and techniques detailed in *Achieving Service Excellence Strategies for Healthcare* Combining real world examples with the most significant research on service management this valuable guide presents the best available information on providing superior service ***Achieving Service Excellence: Strategies for Healthcare, Second Edition*** Myron D. Fottler, Robert C. Ford, Cherrill P. Heaton, 2009-12-01 Information about customer service hits and misses is now more accessible to healthcare consumers Outstanding healthcare organizations set the bar at a high level for both clinical and service excellence Customers who are armed with information and aware of their options are choosing providers they believe are ready willing and able to provide the superior experience they expect This book offers a blueprint for successfully competing in today's competitive healthcare marketplace It presents the theories methods and techniques behind delivering an excellent healthcare experience through strategy staffing and systems Each chapter explores a service principle and provides numerous real world examples and current research findings Among the many topics discussed are creating a patient centered environment building a culture in which customers are treated like guests training motivating and empowering staff measuring service quality managing service waits and recovering from a service failure This second edition has been completely updated Concepts have been expanded to include information on Significance of aligning strategy staffing and systems Evidence based service management and design principles Customer relationship management Internet based opportunities for various purposes including communication information marketing recruitment feedback and training Retail clinics concierge medicine telemedicine and other new customer driven innovations *Customer Service in Health Care* Kristin Baird, 2014-07-25 Research confirms that it is six times more costly to attract a new customer than it is to retain an existing one Creating a culture of service excellence requires planning preparation and persistence *Customer Service in HealthCare* is designed to provide readers with the fundamental information and skills to start or strengthen a customer service initiative within a health care organization This book concentrates on action as opposed to theory It offers a practical step by step process for creating a culture shift toward customer service excellence at all levels of an organization and presents the essentials to improving performance that will bring the individuals closer to the mission values and standards Chapters focus on Tools for establishing and measuring customer service team goals Creating customer service standards unique to your organization Tips on training sessions Strategies for maintaining top of mind awareness of customer service among employees Customer service techniques for physicians and nurses An overview of customer service as an essential component of business development and marketing ***Quality Health Care*** Robert C. Lloyd, 2004 Written by an

internationally recognized expert in the field of quality management this book will serve as your guide for planning and implementing a successful quality measurement program in your healthcare facility It begins by presenting an overview of the context for quality measurement the forces influencing the demand for quality reform how to listen to the voice of the customer and the characteristics of quality that customers value most You ll also learn how to select and define indicators to collect data and how to organize data into a dashboard that can provide feedback on your progress toward quality measurement Finally this book shows you how to analyze your data by detailing how variation lives in your data and whether this variation is acceptable Case studies are provided to demonstrate how quality measurement can be applied to clinical as well as operational aspects of healthcare delivery

You Make the Call - Healthcare's Mandate for Post-Discharge Follow Up Kristin Boone's Baird,2013-02 Every day thousands of people are discharged from hospitals While relieved to be going home they are often frightened and insecure about caring for themselves at home How the hospital manages follow up can make a world of difference in spotting adverse reactions quelling fears and providing appropriate direction Adverse conditions can lead to costly readmissions that hurt the bottom line and dissatisfied consumers who can hurt the hospital s reputation You Make the Call presents a solid case for a post discharge call system to improve clinical outcomes and improve the patient experience This book provides the rationale and key steps for launching a post discharge follow up call process Kristin Baird offers case examples models and tools to help you evaluate the need for follow up calls as well as tools for integrating them into a comprehensive care plan An award winning author and consultant Baird s expertise stems from over 30 years as a nurse executive and consultant Her passion for the patient experience has set her career path and is a driving force behind this book Are you doing post discharge follow up Does it make sense for your organization Should you devote resources to post discharge calls Read Baird s book and then you make the call

Health Care Administration Lawrence F. Wolper,2004 Health Care Administration continues to be the definitive guide to contemporary health administration and is a must have reference for students and professionals This classic text provides comprehensive coverage of detailed functional technical and organizational matters

Providing Affordable, Quality Health Care in Owerri Lambert C. Nwachukwu,2014-11-14 Leaders and those aspiring to direct the welfare of a nation need to understand how citizens perceive the institutions of nation When the publicly sponsored institution administering the welfare of a nation via health care policies falls into crisis its leaders must understand the nature of the crisis and influence upon the health of citizens The adage reality is perception remains true during such a crisis as leaders ask how to coordinate the resources of a nation as to address a health crisis This study frames a crisis of health care services delivery within the city of Owerri located within the state of Imo Nigeria The goal of this study is to richly illustrate and research the failure of government institutions within Owerri as to understand the problems facing the Nigerian health care sector

Insights to Performance Excellence in Health Care 2000 Mark L. Blazey,2000

Health Management Information Systems Joseph K. H. Tan,2001 For a

thorough timely and distinctly effective overview of how information systems are being used in the health care industry today turn to HEALTH MANAGEMENT INFORMATION SYSTEMS Methods and Practical Applications Second Edition Skillfully revised for both content and format this exceptional teaching and learning tool gives students a solid command of vital information to set them on the path to professional success Each chapter opens with a scenario that introduces students to a particular HMIS problem to be understood and overcome new emphasis on application aids in helpful understanding to readers graphics and tables throughout the text illustrate concepts for fast comprehension plus five major cases based on real life experience

Organizational Behavior, Theory, and Design in Health Care Nancy Borkowski, Katherine A. Meese, 2021-03-17 Organizational Behavior Theory and Design Third Edition was written to provide health services administration students managers and other professionals with an in depth analysis of the theories and concepts of organizational behavior and organization theory while embracing the uniqueness and complexity of the healthcare industry Using an applied focus this book provides a clear and concise overview of the essential topics in organizational behavior and organization theory from the healthcare manager s perspective The Third Edition offers New case studies throughout underscore key theories and concepts and illustrate practical application in the current health delivery environment In depth discussion of the industry s redesign of health services offers a major focus on patient safety and quality centeredness and consumerism Current examples reflect changes in the environment due to health reform initiatives And more

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