

Resolving Patient Complaints

A Step-by-Step Guide to Effective Service Recovery

Second Edition



Liz Osborne

Resolving Patient Complaints A Step By Step Guide To Effective Service Recovery

Gale Group



Resolving Patient Complaints A Step By Step Guide To Effective Service Recovery:

Resolving Patient Complaints Liz Osborne,2004 Using a clear straightforward approach this book provides a patient oriented approach to complaint handling that can be used by all staff in an office clinic or system Readers will learn how to develop a system for documenting patient complaints and comments As well as strategies for monitoring and analyzing the information documented by patient claims Other tools include a mechanism for changing behaviors of health care providers and improving delivery systems strategies for dealing with difficult and abusive patients and sample scripted transcripts for dealing with the most common types of complaints heard by health care practitioners With a solid service recovery system in place health care organizations and practices can meet accreditation agency standards for grievance processes and As a result greatly reduce risk management claims **Resolving Patient Complaints A Step by Step Guide to Effective Service Recovery** provides managers physicians and employees with the skills and tools necessary to implement a service recovery process to respond to and review patient complaints and concerns about quality of care Author Liz Osborne draws on her 15 years of experience as manager of a patient relations department in a large HMO to give expert advice on addressing patient dissatisfaction appropriately and effectively

Dirty Laundry Liz Osborne,2010 Madrona Bay Hospital s Patient Relations manager Robyn Kelly finds patient Jason Hilliard strangled with IV tubing in his hospital bed Now she s got a hospital in panic a police investigation going awry and anonymous letters that promise more trouble to come Robyn is in the cross hairs and over her head **Masquerade** Liz Osborne,2007 Robyn Kelly the manager of the patient relations department at a suburban Seattle hospital is put to the test when a weather related accident inundates her hospital with patients While helping with triage she angers a powerful congressman Jake Hamilton who lodges a complaint that could end her career Hoping to placate the congressman she goes to his room to talk but finds him dead even though the room has a police guard

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web pra c venir les risques traumatiques au cours du geste sportif l expa c rience des a c ducateurs et des techniciens dans chaque sport est indispensable pour permettre a tous les ma c decins et kina c sitha c rapeutes qui sont amena c s a conseiller et assurer l a c quilibre du sportif