

Service Excellence: The Customer Relations Strategy for Health Care

Leebov, Wendy

Note: This is not the actual book cover

Service Excellence The Customer Relations Strategy For Health Care

B Lingard



Service Excellence The Customer Relations Strategy For Health Care:

Service Excellence Wendy Leebov, 1988 About this book Designed for healthcare change agents organizational development specialists department directors trainers human resources personnel administrators and service improvement team leaders and facilitators and consultants this book is a practical guide to creating an organization wide strategy that results in heightened staff awareness of the importance of customers higher levels of patient customer satisfaction and continuous improvement in service behavior and systems After building a case in Part I for the potential of impressive service quality as an unparalleled competitive advantage Part II identifies concrete tactics that help change agents teams and healthcare leaders to align everyday practices with the organization's focus on service quality Tactics are provided that support ten pillars of service excellence including Leadership Philosophy and Commitment Accountability Input and Evaluation Problem Solving and Complaint Management Staff Development and Training Reward and Recognition Communication Physician Performance Employee as Customer and Refreshers and Reminders Part III provides operational strategies including planning and staffing for service excellence handling resistance and giving your strategy staying power

Health Care Financing Review, 1987 Measuring and Improving Patient Satisfaction Patrick J. Shelton, 2000
Measuring and Improving Patient Satisfaction provides a detailed how to approach to establishing an effective patient satisfaction measurement program The reader learns how to measure patient satisfaction and act upon the information obtained from patient satisfaction surveys The book is based on the author's own experience in creating and implementing a patient satisfaction measurement program for the Med Partners Friendly Hills Health Network in Southern California

Principles of Total Quality Vincent K. Omachonu, Joel E. Ross, 2004-05-27 In this era of global competition the demands of customers are growing and the quest for quality has never been more urgent Quality has evolved from a concept into a strategy for long term viability The third edition of Principles of Total Quality explains this strategy for both the service and manufacturing sectors This edition adds

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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 *Managing Health Services in Poland* Malcolm Whitfield, Marcin Kautsch, Jacek Klich, 2000 American Book Publishing Record, 2003
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People Management, 2001 Department of Health Care Policy and Financing ... Reference Manual, 1998 **Guide to the Social Services** Family Welfare Association (Great Britain), 2004 **Congressional Record** United States. Congress, 2004 **American Hospital Association Guide to the Health Care Field** American Hospital Association, 2002
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