Service Quality Improvement

The Customer Satisfaction Strategy for Health Care

Wendy Leebov, Ed.D., and Gail Scott, M.A.



Anthony R. Kovner

Service Quality Improvement Wendy Leebov, Gail Scott, 1993-12-29 A variety of tools including self tests policy examples worksheets flow charts skill building modules for staff development and sample tools for reward and recognition demonstrate how to build and maintain an organizational culture of service quality improvement The authors of this practical manual present the next important step in helping health care institutions align programs departments and cultural practices The Strategic Management of Health Care Organizations Peter M. Ginter, W. Jack with their service mission Duncan, Linda E. Swayne, 2018-02-05 A comprehensive guide to effective strategic management of health care organizations Strategic Management of Health Care Organizations provides essential guidance for leading health care organizations through strategic management This structured approach to strategic management examines the processes of strategic thinking consensus building and documentation of that thinking into a strategic plan and creating and maintaining strategic momentum all essential for coping with the rapidly evolving health care industry Strategic Management of Health Care Organizations fully explains how strategic managers must become strategic thinkers with the ability to evaluate a changing industry analyze data question assumptions and develop new ideas The book guides readers through the strategic planning process demonstrating how to incorporate strategic thinking and create and document a clear and coherent plan of action In addition the all important processes of creating and maintaining the strategic momentum of the organization are fully described Finally the text demonstrates how strategic managers in carrying out the strategic plan must evaluate its success learn more about what works and incorporate new strategic thinking into operations and subsequent planning This strategic management approach has become the de facto standard for health care management as leadership and strategic management are more critical than ever in coping with an industry in flux This book provides heath care management students as well as health care administrators with foundational guidance on strategic management concepts and practices tailored to the unique needs of the health care industry Included are a clear discussion of health services external analysis organizational internal analysis the development of directional strategies strategy alternative identification and evaluation and the development and management of implementation strategies providing an informative and insightful resource for anyone in the field This new eighth edition has been fully updated to reflect new insights into strategic thinking new methods to conceptualize and document critical environmental issues practical steps for carrying out each of the strategic management processes industry and management essentials for strategic thinkers and new case studies for applying the strategic management processes More specifically readers of this edition will be able to Create a process for developing a strategic plan for a health care organization Map and analyze external issues trends and events in the general environment the health care system and the service area Conduct a comprehensive service area competitor analysis Perform an internal analysis and determine the competitive advantages and competitive disadvantages Develop directional strategies Identify

strategic alternatives and make rational strategic decisions for a health care organization Develop a comprehensive strategy for a health care organization Create effective value adding service delivery and support strategies Translate service delivery and support plans into specific action plans The health care industry s revolutionary change remains ongoing and organizational success depends on leadership Strategic management has become the single clearest manifestation of effective leadership of health care organizations and the strategic management framework s strengths are needed now more than ever The Strategic Management of Health Care Organizations provides comprehensive guidance and up to date practices to help leaders keep their organizations on track The Quality Management Sourcebook Christine Avery, Diane Zabel, 2002-09-11 The concept of Quality Management began in the manufacturing sector but a growing concern with quality in other areas of the economy has led to its wider application in service industries government education and other not for profit agencies A great quantity of material related to quality management has been produced in recent years much of it by small presses professional and trade associations and consultants The Quality Management Sourcebook is the first in depth international guide to the most useful material and sources of information The book begins with the origins of quality management explains how it evolved examines its current situation and explores the future The book is divided into five main sections Introduction General sources for information Applications of total quality management Focus on specific aspects of quality management Quality in the future Resource materials The Quality Management Sourcebook is an essential reference for everybody involved in either the theory or practice of quality management in manufacturing retail banking and insurance the utilities industry the transportation industry health education and other public services Over 900 citations cover books journal articles technical reports video training materials and software Each is followed by a descriptive annotation Resource materials include strategies for locating additional information training materials organizations and consultants The book concludes with a glossary of quality management terms a name index a title index and a detailed subject index Nursing Management in the New Paradigm Catherine E. Loveridge, Susan H. Cummings, 1996 This textbook intended for upper level undergraduate and graduate students in nursing administration addresses the changing role of professional nurses in the delivery of health services in the United States The student will be able to examine current health care systems and prepare for changes under health care reform Each chapter includes theoretical principles research findings to support practice practical implementation strategies and examples and idea generating study questions Practitioner's Guide to **Evidence-Based Psychotherapy** Jane E. Fisher, William O'Donohue, 2006-11-24 This book is to help clinical psychologists clinical social workers psychiatrists and counselors achieve the maximum in service to their clients Designed to bring ready answers from scientific data to real life practice. The guide is an accessible authoritative reference for today s clinician. There are solid guidelines for what to rule out what works what doesn t work and what can be improved for a wide range of mental health problems It is organized alphabetically for quick reference and distills vast amounts of proven knowledge and

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