

# 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

**Liz Osborne**



## **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

**Making It Right** Paul Alexander Clark, Mary P. Malone, 2005 HCPro and Press Ganey are proud to introduce Making it Right Healthcare Service Recovery Tools Techniques and Best Practices It is a unique and authoritative resource and training tool to increase patient satisfaction and improve your bottom line What do you do when healthcare service fails How should you react when a patient complains or expresses concern It s one thing to make a mistake It s another to add insult to injury by neglecting to address the problem or by responding inappropriately In fact the way your organization reacts when something goes wrong profoundly affects your patients overall healthcare experience and ultimately their satisfaction with your facility The success of any healthcare facility depends on an effective service recovery system Failure to resolve a patient s problem whether real or perceived or to make amends will result in an unhappy patient and a possible lawsuit Fortunately it is possible to mitigate the impact of flawed healthcare service By exceeding expectations in the way you address the situation you can re capture the loyalty of a wronged patient and send your patient satisfaction scores through the roof The definitive service recovery guide Introducing Making it Right Healthcare Service Recovery Tools Techniques and Best Practices an indispensable service recovery guide made possible by a unique partnership between HCPro and Press Ganey Rely on this dependable authoritative resource to create implement and maintain a service recovery program that achieves high patient satisfaction profitable financial returns regulatory compliance measurable results This must have guide uses valuable real life world class case studies to illustrate essential service recovery principles Readers will benefit from these compelling examples of how other healthcare organizations have created successful programs to enhance their service recovery and improve patient satisfaction From Press Ganey the thought leaders in patient satisfaction Making it Right draws on the expertise and experiences of Press Ganey Consultants

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**Healthcare Financial Management** ,2004-07 Some issues accompanied by supplements *Dirty Laundry* ,2009 A young Vietnamese man trying to make a fresh start after being imprisoned on drug charges In between seeking reconciliation with his mother and doing battle with the ghosts of his past Hung works in a commercial laundry as part of a rehabilitation programme **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 **Managed Care and Capitation**

**Contracting for Home Health Agencies** Ann W. Ino,Liz Osborne,1996 This comprehensive manual will guide home health executives through the maze of capitation at risk contracting the development of operational systems etc Contracting strategies writing proposals financial issues and quality management are covered Sample contracts agreements proposals and spreadsheets will further enhance the manual s usefulness *Medical and Health Information Directory* ,2010

**American Book Publishing Record** ,2003 *Elevating Excellence: Fostering A Lasting Service Culture For Enduring*

*Growth* linh nguyen, This comprehensive book delves into the importance of fostering excellence in every aspect of customer service shining a spotlight on the power it holds in achieving long term growth From insightful case studies to practical strategies the author provides a wealth of knowledge on how to instill a lasting service culture that goes beyond mere transactions You will explore proven methods for aligning organizational values with customer centric principles laying a solid foundation for continuous improvement Delving deeper this book showcases the best practices employed by successful companies renowned for their exemplary customer service Learn how to create a genuine connection with customers understand their evolving needs and deliver tailored solutions that exceed expectations Nurture a service oriented mindset across every level of your organization empowering your employees to become passionate ambassadors of excellence Moreover Elevating Excellence goes beyond short term gains and focuses on enduring growth Discover how to create a systematic approach that promotes continuous learning and development allowing your service culture to evolve and adapt to changing customer demands By fostering a culture that embraces quality innovation and responsiveness you will be prepared to meet future challenges head on while reaping the rewards of enhanced customer satisfaction and loyalty Whether you are a business leader service professional or part of a customer centric team Elevating Excellence is your indispensable roadmap to forging a lasting service culture that fosters enduring growth Dive into the principles tools and strategies outlined in this insightful book and embark on a transformative journey towards excellence in customer service

*Encyclopedia of Associations* ,2006-12      *Publishers Trade List Annual, 1996, 1* R R Bowker Publishing,Trade List Annual 199 Publishers',1996-09      *Books In Print 2004-2005* Ed Bowker Staff,Staff Bowker, Ed,2004      Relationship Management in Banking Steve Goulding,Richard Abley,2018-10-03 Endorsed by the Chartered Banker Institute as core reading for the Personal Private Banking and Commercial Lending modules Relationship Management in Banking supports and develops the need to be able to manage key customer relationships The text considers the nature of commercial relationships and help the reader synthesise complex factors in order to develop a robust relationship management methodology It will draw from bona fide case studies and examples that can demonstrate key relationship management concepts as well as bring learning to life and share examples of customers good and bad from a range of different sectors Through case studies and providing online updates to regulations Relationship Management in Banking considers how to critically analyze approaches to relationship management used for a variety of banking customer types and examine the impact of legislation regulation governance and technology on banking relationship management and customer acquisition and retention Online supporting resources include a glossary and updates to regulation

**Resolving Patient Complaints, Second Edition** Liz Osborne,2004      Subject Guide to Books in Print ,1996      **Whitaker's Books in Print** ,1998      **Medical and Health Care Books and Serials in Print** ,1997      **Services Marketing Management** Hans Kasper,Piet van Helsdingen,Wouter de Vries,1999-07-27 Services Marketing Management An International Perspective Services Marketing Management provides students with an

understanding of services marketing in an international context Based on the authors views about the essence of marketing in concepts such as market orientation long term relationships quality and ultimately satisfaction this unique book includes the latest developments in Europe Northern America and Australasia The text is built around four themes The fundamentals of services marketing management A new classification of services based on an extensive overview of existing classifications The definition of four new types of services The increasing trend to the internationalization of services The benefits of this book are threefold the reader will have an understanding of services marketing management in both a national and an international context be able to manage a market oriented service organization and be able to deliver excellent service quality leading to long term relationships with customers and employees Numerous examples illustrate key points discussed in the text and each chapter concludes with a case study

**Members for Life** Richard F. Gerson, 1999 Members for life shows how to develop a customer service standard that will keep your members coming back It covers crucial skills that every fitness staff member needs to develop from basic telephone and communication skills to tips for managing angry or complaining members

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