

SERVICE SAVVY HEALTH CARE ONE GOAL AT A TIME

**"Wendy and her colleagues
have designed
an approach
that really works!"**

**—Winifred H. Schmeling,
RN, PhD**

Wendy Leebov, Susan Afriat, Jeanne Presha

Service Savvy Health Care One Goal At A Time

Ellen J. Belzer



Service Savvy Health Care One Goal At A Time:

Service Savvy Health Care Wendy Leebov, Susan Afriat, Jeanne Presha, 1998-05-29 Providing excellent explanations to customers Improving service recovery effective complaint handling **Communicating with Today's Patient** Joanne Desmond, Lanny R. Copeland, 2000-09-15 Drawing on the author's wealth of experience in health care communications and backed up by solid research Communicating with Today's Patient is filled with proven techniques and time tested strategies physicians and other clinicians can immediately put into action Skills Training in Communication and Related Topics: Communicating with patients, colleagues, and communities Ellen J. Belzer, 2009 Skills Training in Communication and Related Topics Ellen Belzer, John Saunders, 2018-04-19 Quality communication contributes to smoother running practices better care and services greater efficiencies fewer unhealthy conflicts more satisfied staff and patients and an improved ability to meet the challenges of an evolving and increasingly complex health care environment With packed curricula in most health care training institutions and hectic schedules in practices and administrative offices time for teaching vital communication and interpersonal skills is often at a premium This book equips trainees with the skills needed to communicate effectively with patients colleagues and the community employing a learning by doing approach for effective and engaging learning It is designed for practice leaders hospital leaders and public health professionals helping health care professionals upgrade their skills and especially for faculty members who teach students and residents Featuring more than 100 exercises ideal for use in a variety of training situations this book takes into consideration the often limited training time available for non clinical topics Exercises range in length from minutes to over an hour whilst a selection grid allows trainers and educators to select the right exercises to cover topics in the available time The Healthcare Quality Book: Vision, Strategy, and Tools, Third Edition Maulik S. Joshi, Elizabeth R. Ransom, David B. Nash, Scott B. Ransom, 2014-04-11 As healthcare reform continues to transform US healthcare delivery and processes one thing remains the same the importance of quality This book brings together a team of internationally prominent contributors who provide expertise on current strategies tactics and methods for understanding quality in a comprehensive way The book provides a solid foundation on the components and importance of quality while incorporating techniques to continuously improve and transform a healthcare system This extensively updated edition includes A new chapter that addresses hardwiring quality into the organization's culture for consistent delivery A new final chapter that details the latest developments in healthcare and maps a path for healthcare transformation Extensive content and emphasis on the Affordable Care Act as it relates to quality A discussion of the importance of quality in transitioning from fee for service models to value based payment Tools to measure and improve patient experiences such as dashboards and scorecards Information on emerging trends and challenges in healthcare including electronic health records and physician engagement This comprehensive textbook is suited for undergraduate and graduate courses in healthcare administration as well as business nursing allied health pharmacy and medicine programs

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vignettes case studies and discussion questions to support active student engagement Chapters co authored by academic
practitioner pairs offer real world insight from experienced scholars and leaders Instructor Resources include an Instructor s
Manual PowerPoint slides a Test Bank and more **Transforming Mental Healthcare** Sunil Khushalani,Antonio
DePaolo,2021-12-08 One in five U S adults experiences a mental illness within a given year With more than 550 000 people
working to support this underserved community the mental healthcare system has grappled with inadequacies and
shortcomings in safety quality and care delivery There is a wide range of problems from access to care issues and errors to
complications stemming from poor care Our country is also on an unsustainable path as our healthcare expenditure keeps
growing To add to all of this we are facing a rampant epidemic of burnout among healthcare workers Modern advancements
introduced with many promises such as electronic medical records newer medications or advanced treatments have created
unique challenges when ushered into a highly regulated healthcare system What does it take to provide patients with
everything they need the right quality of care at the right time and at the right cost to keep them healthy Which process
steps add value Which steps are wasteful A widely accepted fact is that a conservative 30 50% of every step in the mental
healthcare process does not help patients feel better or stay better When considering delays in care workarounds excessive
documentation and an overuse of auditing the care system has moved highly skilled clinicians away from providing value as
administrative tasks continue to encroach on their time There is a clear need to rethink and redesign the system of care This
book is a primer for understanding the current state of the mental health system and the performance improvement skills
and leadership acumen needed to address existing challenges Sheppard Pratt the award winning leading institution for
mental healthcare in America provided the focus on mental healthcare and became the laboratory for this body of work over

the course of eight years It hired a seasoned systems thinker with improvement expertise to work with mental health professionals and solve some of their most complex and chronic problems The book is a result of the collaboration between a practicing psychiatrist in a leadership role and the systems engineer Working together they demonstrate how to think about redesigning care and redefining the nature of work to enhance value for both the people served and the healthcare workforce They crafted a multi pronged approach towards culture change at Sheppard Pratt including implementing a course on Learning to Improve which introduced staff to a performance improvement methodology There are several vignettes interwoven throughout the book that describe the complexities and constraints of the system Solving some of these challenges creates a new paradigm of work while minimizing waste and enhancing value

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