

# Service Excellence: The Customer Relations Strategy for Health Care

Leebov, Wendy

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# Service Excellence The Customer Relations Strategy For Health Care

**N Noddings**



## **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

Achieving Service Excellence: Strategies for Healthcare, Second Edition Myron D. Fottler, Robert C. Ford, Cherrill P. Heaton, 2009-12-01 Information about customer service hits and misses is now more accessible to healthcare consumers Outstanding healthcare organizations set the bar at a high level for both clinical and service excellence Customers who are armed with information and aware of their options are choosing providers they believe are ready willing and able to provide the superior experience they expect This book offers a blueprint for successfully competing in today's competitive healthcare marketplace It presents the theories methods and techniques behind delivering an excellent healthcare experience through strategy staffing and systems Each chapter explores a service principle and provides numerous real world examples and current research findings Among the many topics discussed are creating a patient centered environment building a culture in which customers are treated like guests training motivating and empowering staff measuring service quality managing service waits and recovering from a service failure This second edition has been completely updated Concepts have been expanded to include information on Significance of aligning strategy staffing and systems Evidence based service management and design principles Customer relationship management Internet based opportunities for various purposes including communication information marketing recruitment feedback and training Retail clinics concierge medicine telemedicine and other new customer driven innovations

**Health Care Financing Review**, 1987 **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

**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

**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

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**Communication and Health** Eileen Berlin Ray,Lewis Donohew,2013-11-05 This volume examines this rapidly

growing and changing field by applying a unified framework that integrates both interpersonal and mass communication investigations into theoretical and applied issues Using a systems perspective as the organizational framework relevant issues in the communication of health care ranging from micro to macro levels are discussed The contributors recognize communication as a major factor affecting health today and therefore go beyond examinations of health communication as simply a dissemination of information regarding diseases diagnoses and treatments to show it as a much larger and more complex field with applications to all levels and forms of communication Communication and Health has as its three main objecties providing a comprehensive detailed and up to date picture of health communication applying an integrated logical structure to the field making a clear strong statement regarding the state of health communication and examining its future prospects The contributors address such issues as provider patient communication health care teams health care organizations public health campaigns and health education and then discuss the factors that affect the processing of health information Also included are examinations of changes in communication use within interpersonal small group and organizational health care contexts as well as the use of mass media and other sources for public health campaigns and for raising public awareness of health issues on a day to day basis Communication and Health fills a void in current literature on this field by serving as both a reference for professionals and researchers and as a textbook for advanced undergraduate and graduate level students in a multitude of courses

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Current Catalog National Library of Medicine (U.S.), First multi year cumulation covers six years 1965 70 **National Library of Medicine Current Catalog** National Library of Medicine (U.S.),1988 **Hospitals**,1990-05 Includes Hospital news of the month

Exceptional Healthcare: Transforming Patient Experience Through Service Excellence Piper Ann Stewart, This enlightening book takes you on a captivating journey revealing how healthcare professionals can deliver exceptional care to their patients and enhance their overall experience Through a comprehensive exploration of the importance of personalized and compassionate service it offers insights strategies and practical tools for transforming the quality of patient care With a focus on creating an environment that prioritizes patient happiness and satisfaction the book highlights the significance of establishing open lines of communication and fostering meaningful connections between healthcare providers and their patients By emphasizing the value of empathy active listening and patient centric care the authors provide healthcare professionals with invaluable guidance to redefine their approaches

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**Organizational Behavior, Theory, and Design in Health Care** Nancy Borkowski, Katherine A. Meese, 2021-03-17 Organizational Behavior Theory and Design Third Edition was written to provide health services administration students managers and other professionals with an in depth analysis of the theories and concepts of organizational behavior and organization theory while embracing the uniqueness and complexity of the healthcare industry Using an applied focus this book provides a clear and concise overview of the essential topics in organizational behavior and organization theory from the healthcare manager s perspective The Third Edition offers New case studies throughout underscore key theories and concepts and illustrate practical application in the current health delivery environment In depth discussion of the industry s redesign of health services offers a major focus on patient safety and quality centeredness and consumerism Current examples reflect changes in the environment due to health reform initiatives And more

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perspective to the design and delivery of health services providers can improve their ability to meet patient s needs and enhance the quality of care     Handbook of Healthcare Management Myron D. Fottler, Donna Malvey, Donna J. Slovensky, 2015-09-25 The Handbook of Healthcare Management is a comprehensive examination of key management practices for global healthcare organizations arguing that insight into and implementation of these practices is essential for success and sustainability     *You Make the Call - Healthcare's Mandate for Post-Discharge Follow Up* Kristin Boone's Baird, 2013-02 Every day thousands of people are discharged from hospitals While relieved to be going home they are often frightened and insecure about caring for themselves at home How the hospital manages follow up can make a world of difference in spotting adverse reactions quelling fears and providing appropriate direction Adverse conditions can lead to costly readmissions that hurt the bottom line and dissatisfied consumers who can hurt the hospital s reputation You Make the Call presents a solid case for a post discharge call system to improve clinical outcomes and improve the patient experience This book provides the rationale and key steps for launching a post discharge follow up call process Kristin Baird offers case examples models and tools to help you evaluate the need for follow up calls as well as tools for integrating them into a comprehensive care plan An award winning author and consultant Baird s expertise stems from over 30 years as a nurse executive and consultant Her passion for the patient experience has set her career path and is a driving force behind this book Are you doing post discharge follow up Does it make sense for your organization Should you devote resources to post discharge calls Read Baird s book and then you make the call

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