



Service Excellence In Health Care

Lawrence F. Wolper



Service Excellence In Health Care:

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

Achieving Service Excellence Myron D. Fottler, Robert Clayton Ford, Cherrill P. Heaton, 2002 On any particular day a patient can deem your organization and its services a disappointment One unfortunate incident can cost you the goodwill of that patient and anyone that patient knows Compete successfully in 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

Quality Health Care Robert C. Lloyd, 2004 Written by an internationally recognized expert in the field of quality management this book will serve as your guide for planning and implementing a successful quality measurement program in your healthcare facility It begins by presenting an overview of the context for quality measurement the forces influencing the demand for quality reform how to listen to the voice of the customer and the characteristics of quality that customers value most You'll also learn how to select and define indicators to collect data and how to organize data into a dashboard that can provide feedback on your progress toward quality measurement Finally this book shows you how to analyze your data by detailing how variation lives in your data and whether this variation is acceptable Case studies are provided to demonstrate how quality measurement can be applied to clinical as well as operational aspects of healthcare delivery

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 Delving into various case studies and real life scenarios Exceptional Healthcare showcases exemplary institutions and healthcare experts who have successfully implemented service excellence programs Readers will gain a deeper understanding of the strategies employed by these leaders for improving patient experience and fostering a culture of exceptional care Additionally the book emphasizes the significance of continuous learning and improvement within the healthcare sector Through the integration of advanced technologies and data driven insights healthcare professionals can elevate their service quality and efficiency ultimately enhancing patient satisfaction and outcomes Written in an accessible and engaging style this book is a rich resource for healthcare practitioners administrators and anyone in the industry seeking to revolutionize patient care through service excellence Its thoughtful exploration of how exceptional healthcare can transform the patient experience provides concrete steps and practical advice for creating positive change within the healthcare ecosystem Embark on a transformative journey towards providing unparalleled care and achieving excellence in healthcare with this enlightening read

Health Care Administration Lawrence F. Wolper, 2004

Health Care Administration continues to be the definitive guide to contemporary health administration and is a must have reference for students and professionals This classic text provides comprehensive coverage of detailed functional technical and organizational matters

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

Customer Service in Health Care Kristin

Baird,2014-07-25 Research confirms that it is six times more costly to attract anew customer than it is to retain an existing one Creating a culture of service excellence requires planning preparation and persistence Customer Service in HealthCare is designed to provide readers with the fundamental information and skills to start or strengthen a customer service initiative within a health care organization This book concentrates on action as opposed to theory It offers a practical step by step process for creating a culture shift toward customerservice excellence at all levels of an organization and presents the essentials to improving performance that will bring the individuals closer to the mission values and standards Chapters focus on Tools for establishing and measuring customer service teamgoals Creating customer service standards unique to your organization Tips on training sessions Strategies for maintaining top of mind awareness of customerservice among employees Customer service techniques for physicians and nurses An overview of customer service as an essential component of business development and marketing

Masterpieces in Health Care Leadership Vincent Pelote,Lynne Route,2007-04 Masterpieces in Health Care Leadership Cases and Analysis for Best Practices is a series of case studies that describes in detail the overview and framework for understanding the role and impact of healthcare leaders vis vis the concepts and tools already presented in the companion workbook by the same authors Health Care Leadership Practical Tools Workbook Each case study will also feature in depth leadership profiles emotional intelligence social motive leadership style and personality type and practical analysis of the organizational structures and specific philosophies behind the specific topics Important Notice The digital edition of this book is missing some of the images or content found in the physical edition

Departments of Labor, Health and Human Services, Education, and Related Agencies Appropriations for 2008 United States. Congress. House. Committee on Appropriations. Subcommittee on the Departments of Labor, Health and Human Services, Education, and Related Agencies,2007

Creating Healthy Organizations Graham Lowe,2012-09-28 The current global economic environment is defined by unprecedented uncertainty a premium placed on knowledge and the threat of future talent scarcity Key to an organization s success under these conditions is its ability to strengthen the links between people and performance Creating Healthy Organizations provides executives managers human resource professionals and employees an action oriented approach to forging these connections by creating and sustaining vibrant and productive workplaces A healthy organization operates in ways that benefits all stakeholders including employees customers shareholders and communities Using a wide range of examples from a variety of internationally based industries Graham Lowe integrates leading practices with research on workplace health and wellness quality work environments employee engagement organizational performance and corporate social responsibility to make a compelling business case for creating healthy resilient and sustainable organizations Creating Healthy Organizations offers readers whether CEOs or front line workers an innovative framework and practical tools for planning implementing and measuring healthy change in their workplaces

Branding Health Services Amy Ziegenfuss,2000 Table of Contents Contents Introduction From Ben

Franklin to Branding The Evolution of Marketing of Health Service Marketing Branding and Beyond Emotion and Reputation Management in Health Care Consumers Use of Brands Implications for Health Care The Fundamentals of Identity Image and Brands The Cleveland Clinic Protecting and Enhancing A Power Brand Branding an Academic Medical Center A Case History Leveraging Scientific Discoveries to Further Brand Recognition Protecting Brand Equities Post Merger Scripps Branding Story A Step by Step Account The Children s Hospital of Philadelphia Creating Image and Identity for a Specialty Hospital Women and Heart Disease Building a Service Line Brand The Evolution of a Health Care Brand The American Cancer Society Creating and Managing an Institutional Brand for a Voluntary Health Organization Lessons Learned and the Future of Branding in Health Care index 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 addr **Insights to Performance Excellence in Health Care 2003** Mark L. Blazey,Joel H. Ettinger,Paul L. Grizzell,Linda M. Janczak,2003 For years many leading health care organizations have been using the Baldrige Award Criteria to monitor processes evaluate performance and guide improvement efforts Many of these organizations have gained an invaluable insight into the Baldrige criteria through the best selling Insights to Performance Excellence in Health Care now updated for 2003 Written by renowned experts and specifically for healthcare organizations this book simplifies the Baldrige criteria by offering thorough and logical explanations while providing a clear guide to improving organizational performance This book presents the criteria and scoring guidelines that can be used as powerful assessment instruments to drive improvement efforts These tools will help identify organizational strengths and areas in need of improvement as well as set priorities and design action plans Includes a bonus CD ROM with additional information and templates to assist in applying for the award **Successful Strategies for Increasing Direct Health Care Quality, Accessibility, and Economy for American Indians and Alaska Natives** ,1995 **Health Informatics Meets EHealth** D. Hayn,G. Schreier,2017-05-12 Ineffective discharge management can jeopardize the successful completion of hospital treatment but a well managed transition from hospital care to care at home depends on the efficient exchange of information with out patient healthcare providers and professionals This is just one way in which ICT can support healthcare and provide tools which help health professions to identify and communicate relevant data Such tools will be increasingly important in future healthcare systems and indeed a Europe wide ICT infrastructure for information and data exchange may do much to revolutionize the quality of healthcare It is therefore essential that infrastructures build on well established standards such as Integrating the Healthcare Enterprise IHE even if this initially takes longer to implement This book presents the proceedings of the annual Health Informatics meets eHealth conference held in Vienna Austria in May 2017 The special topic chosen for eHealth2017 is Digital Insight Information Driven Health

Care and the conference addressed the increasingly international focus of eHealth and the importance of cross border health ICT The papers presented here cover many eHealth topics from maternity records to rehabilitation and from staff training to information exchange Future ICT systems will inevitably involve machine learning and predictive analytics in order to provide actionable information to health professionals and support preventive healthcare concepts and this book provides an insight into current research in health informatics and eHealth addressing many issues central to the future of health and care The book will be of interest to all healthcare researchers and practitioners

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

Integrating Quality and Strategy in

Health Care Organizations Sarmad Sadeghi, 2013 Healthcare organizations are increasingly under financial and regulatory pressures to improve the quality of care they deliver However many organizations are challenged in their ability to fully integrate quality improvement measures into the strategic planning process

Introduction to Health Care

Management Sharon B. Buchbinder, Nancy H. Shanks, Rachel Rogers, 2025-01-31 Covering a range of healthcare settings Introduction to Health Care Management Fifth Edition provides a solid orientation to management in the health care discipline Written for students just entering the field this reader friendly text is filled with examples designed to engage the reader's imagination while addressing the important issues in healthcare management such as ethics cost management strategic planning and marketing information technology human resources and more The new Fifth Edition integrates population health and information management throughout and offers new coverage of artificial intelligence AI the impact of COVID 19 and concepts and issues of diversity equity and inclusion DEI Many of the cases and exercises are new or significantly updated to reflect current healthcare management challenges while research resources and references have been updated throughout

Health Management Information Systems Joseph K. H. Tan, 2001 For a thorough timely and distinctly effective overview of how information systems are being used in the health care industry today turn to HEALTH MANAGEMENT INFORMATION SYSTEMS Methods and Practical Applications Second Edition Skillfully revised for both content and format this exceptional teaching and learning tool gives students a solid command of vital information to set them on the path to professional success Each chapter opens with a scenario that introduces students to a particular HMIS problem to be understood and overcome new emphasis on application aids in helpful understanding to readers graphics and tables throughout the text illustrate concepts for fast comprehension plus five major cases based on real life experience

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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