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Patient satisfaction: defining, measuring, and improving the experience of care

Press, Irwin

Deskripsi Lengkap: https://library.stik-ptik.ac.id/abstrakpdfdetail.jsp?id=35847&lokasi=lokal

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Abstrak

Patient satisfaction is an integral part of healthcare, and oftentimes the key to a successful healthcare organization. Consider the numerous studies that indicate satisfied patients often recover faster and better from treatment. This leads to goodwill for the organization, positive word-of-mouth promotion, and more customers at your hospital. When patients are satisfied it also indicates that the staff are content with their jobs and they perform their jobs well, resulting in decreased turnover, and less money spent on finder's fees. This book by Irwin Press provides some initial theory on why it is important to continue patient satisfaction efforts, and provides readers with tools to measure, monitor, and improve patient satisfaction. Most chapters end with a list of specific suggestions that can help you implement patient satisfaction strategies in your own organization.