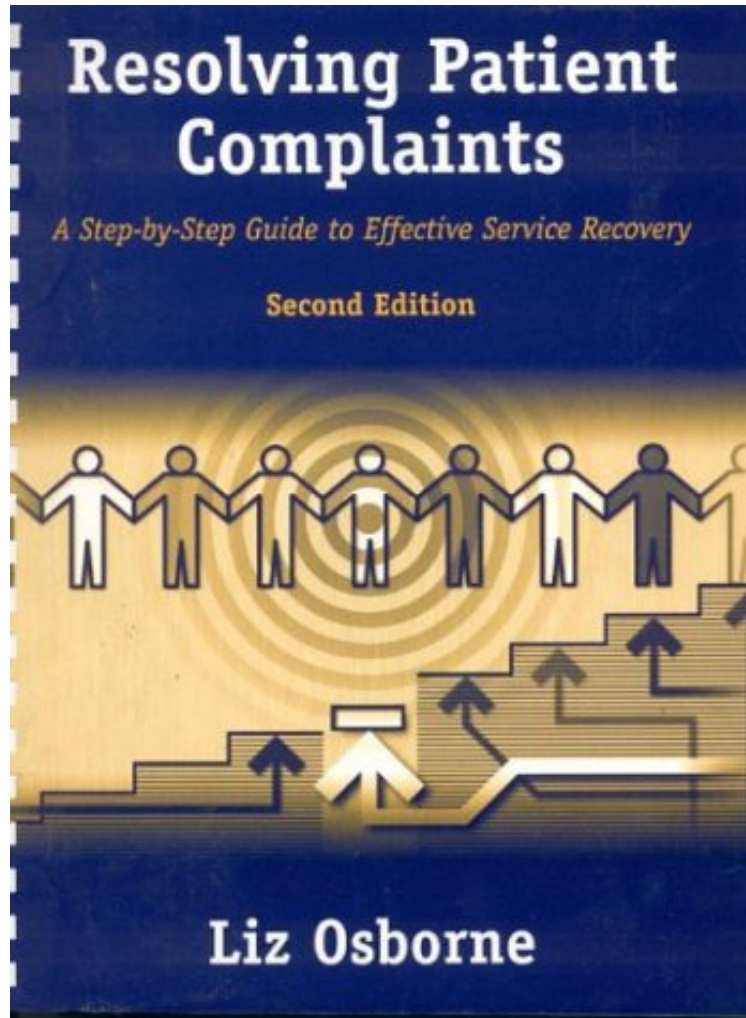


[FREE] Resolving Patient Complaints: A Step-By-Step Guide To Effective Service Recovery

Resolving Patient Complaints: A Step-By-Step Guide To Effective Service Recovery

Liz Osborne

ebooks / Download PDF / *ePub / DOC / audiobook



DOWNLOAD



READ ONLINE

#2331612 in Books 2003-06-30Original language:EnglishPDF # 1 11.04 x .69 x 9.20l, 1.35 #File Name: 0763726222256 pages | File size: 18.Mb

Liz Osborne : Resolving Patient Complaints: A Step-By-Step Guide To Effective Service Recovery before purchasing it in order to gauge whether or not it would be worth my time, and all praised Resolving Patient Complaints: A Step-By-Step Guide To Effective Service Recovery:

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.