



Service Quality Improvement: The Customer Satisfaction Strategy for Health Care (J-B AHA Press)

Wendy Leebov, Gail Scott

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A variety of tools - including self-tests, policy examples, worksheets, flow charts, skill-building modules for staff development, and sample tools for reward and recognition - demonstrate how to build and maintain an organizational culture of service quality improvement. The authors of this practical manual present the next important step in helping health care institutions align programs, departments, and cultural practices with their service mission.

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