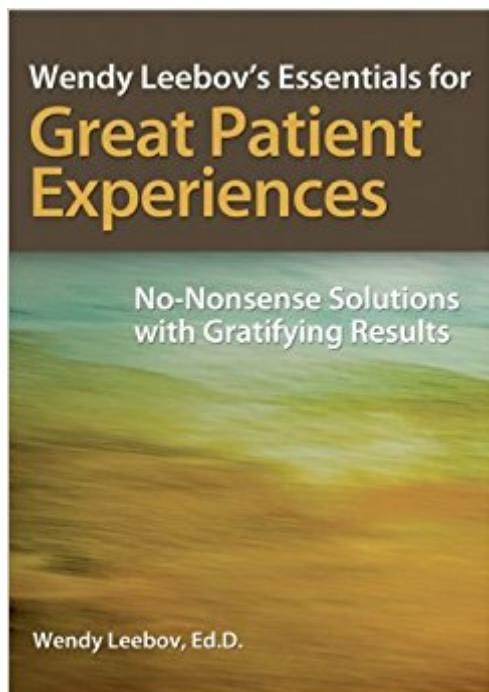


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# Wendy Lebov's Essentials For Great Patient Experiences: No-Nonsense Solutions With Gratifying Results



## **Synopsis**

Achieve better results and more satisfaction, while delivering exceptional patient care experiences! Looking for quick help in solving daily workforce problems that demoralize both you and your staff, and lead to less-than-perfect patient satisfaction outcomes? Here is a book that will help you lead and inspire, and elevate the opinions your patients and their families have of your institution. The book contains exercises, checklists, meeting plans, question guides, scripts, and coaching techniques, plus an appendix of additional resources that you can use to quickly reverse the common conflicts, miscommunications, and bad performances that stifle happiness and achievement at work. It is an easy, quick read designed to accommodate tight work schedules and just-in-time management schedules. It addresses specific, daily problems that afflict most organizations and contains proven solutions you can apply immediately, so you get immediate results.

## **Book Information**

Paperback: 140 pages

Publisher: American Hospital Association; 1 edition (April 21, 2008)

Language: English

ISBN-10: 155648352X

ISBN-13: 978-1556483523

Product Dimensions: 0.5 x 7.2 x 10.2 inches

Shipping Weight: 9.6 ounces (View shipping rates and policies)

Average Customer Review: 3.3 out of 5 stars 2 customer reviews

Best Sellers Rank: #117,714 in Books (See Top 100 in Books) #78 in Books > Textbooks > Medicine & Health Sciences > Administration & Policy > Hospital Administration & Care #112 in Books > Medical Books > Administration & Medicine Economics > Hospital Administration #248 in Books > Textbooks > Medicine & Health Sciences > Administration & Policy > Health Care Delivery

## **Customer Reviews**

Excellent! We finally have a how to book with great examples, tools, and scripts for every level of employee who might touch our patients. This hands-on book equips health care providers with specific information they can use to improve the patient's experience. --Ann Campbell, CNO, Virtua Health, Marlton, NJDr. Leibov has identified the crucial issues of service excellence in health care and provided the tools for addressing them. If every provider incorporated her simple techniques

into every patient encounter, we would not have service problems in health care. --Thomas Anderson, M.D., M.B.A., VP, Medical Affairs, Summit Health, Chambersburg, PA

Ã¢Â¢ keeps those of us who work in health care improvement and cultural change inspired to keep goingÃ¢Â¢Ã¢Â¢ proves once again that there is always something new to learn and share with direct health care providers and those who support them. Everyone who leads a team, nursing unit, or department in a health care setting would benefit from the concepts and tools in this book. --Sandra Geiger, VP, Performance Excellence, South Shore Hospital, South Weymouth, MA

Dr. Lebov has identified the crucial issues of service excellence in health care and provided the tools for addressing them. If every provider incorporated her simple techniques into every patient encounter, we would not have service problems in health care. --Thomas Anderson, M.D., M.B.A., VP, Medical Affairs, Summit Health, Chambersburg, PA

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Great transcation

Nothing interesting inside not worth the money. Not what I expected based on the reviews, had no new info to offer than what is the obvious.

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