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Titolo	Assessing satisfaction in health and long term care [[electronic resource] ] : practical approaches to hearing the voices of consumers / / Robert A. Applebaum, Jane K. Straker, Scott M. Geron
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Altri autori (Persone)	ApplebaumRobert GeronScott <1952-> StrakerJane K
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Nota di contenuto	Contents; Acknowledgments; Part I: Examining Consumer Satisfaction: Context and Methods; 1 Why the Growing Interest in Consumer Satisfaction?; 2 Theory of Consumer Satisfaction; 3 Approaches to Measuring Consumer Satisfaction; 4 Implementing a Consumer Data Collection Strategy; Part II: Approaches to Measuring Consumer Satisfaction; 5 Measuring Consumer Satisfaction with In-Home Care; 6 Resident Satisfaction in Nursing Homes and Assisted Living; 7 Measuring Consumer Satisfaction with Health Care; 8 Using Consumer Survey Results: Completing the Quality Cycle Appendix: Selected Internet Resources for Consumer Satisfaction EffortsReferences; Index; A; B; C; D; E; F; G; H; I; J; L; M; N; O; P; Q; R; S; T; V; W
Sommario/riassunto	Drawing from their own research, the authors have created a book that answers the much asked questions about how to assess the satisfaction of health and long-term care recipients successfully. Designed to be practical in its application, the book includes many examples of

questions and approaches used to assess consumer satisfaction. Part 1 provides an overview, in which the authors discuss theories, approaches to measuring consumer satisfaction, and how to implement a consumer data collection strategy. Part II focuses on a broad range of specific areas or settings for assessment including in

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