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Nota di bibliografia	Includes bibliographical references at the end of each chapters and index.
Nota di contenuto	Contents; Introduction; 1. Quality and the Patient Experience; 2. The Three Essentials of Quality in Audiology; 3. Best Practices and Outcome Measures in the Clinic; 4. Quality in Action at the Front Desk; 5. Quality in the Business Suite; Appendix; Index
Sommario/riassunto	Provides a detailed road map for how both clinicians and business managers alike can apply various components of Six Sigma, Total Quality Management and other quality initiatives to improve both the delivery of services to patients and the overall performance of their practice. It covers everything from the reception area to the marketing and operations of the practice. This book provides readers with several tools as well as a step-by-step plan for improving quality across all facets of their practice.