

1. Record Nr.	UNINA9910463680503321
Titolo	Principles and practice of pediatric oncology // editors, Philip A. Pizzo, David G. Poplack ; associate editors, Peter C. Adamson, Susan M. Blaney, Lee J. Helman
Pubbl/distr/stampa	Philadelphia : , : Wolters Kluwer/Lippincott Williams & Wilkins Health, , [2011] ©2011
ISBN	1-4511-2501-1 1-4963-2803-5 1-4698-0618-5
Edizione	[Sixth edition.]
Descrizione fisica	1 online resource (1551 p.)
Altri autori (Persone)	PizzoPhilip A PoplackDavid G AdamsonPeter C BlaneySusan M HelmanLee J
Disciplina	618.92/994
Soggetti	Cancer in children Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	section 1. Biological basis of childhood cancer -- section 2. Diagnosis and evaluation of the child with cancer -- section 3. Principles of multimodal therapy -- section 4. Management of the common cancers of childhood -- section 5. Supportive care of children with cancer -- section 6. Other issues arising at diagnosis, during treatment, and after cessation of therapy.
Sommario/riassunto	Thoroughly updated for its Sixth Edition, Principles and Practice of Pediatric Oncology provides a comprehensive review of the multiple disciplines that make up the care and research agendas for children with cancer. It is the most comprehensive textbook of pediatric oncology ever put together, covering biology and genetics and detailing the diagnosis, multimodal treatment, and long-term management of patients with cancer. The fundamental principles of supportive care and

the psychosocial aspects of support for patients and families are also discussed.

2. Record Nr.	UNINA9910463029903321
Autore	Field Joy M
Titolo	Designing service processes to unlock value [[electronic resource] /] / Joy M. Field
Pubbl/distr/stampa	[New York, N.Y.] (222 East 46th Street, New York, NY 10017), : Business Expert Press, 2012
ISBN	1-283-89506-4 1-60649-305-1
Edizione	[1st ed.]
Descrizione fisica	1 online resource (218 p.)
Collana	Service systems and innovations in business and society collection
Disciplina	658.812
Soggetti	Customer services Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Part of: 2012 digital library.
Nota di bibliografia	Includes bibliographical references (p. 127-134) and index.
Nota di contenuto	1. Introduction -- 2. The changing nature of service processes -- 3. Value co-creation in service processes -- 4. Knowledge-intensive services -- 5. Unlocking capabilities -- References -- Index.
Sommario/riassunto	The service process design landscape is changing, with many of the previous limitations disappearing on how and by whom services are delivered. Opportunities for new service design configurations are being supported, to a large extent, by technology-enabled innovations; many tasks previously performed by the service provider may now be performed by either the customer or the service provider. As a result, customers are playing a more active role in the service process, not only through self-service but also by providing information to the service provider to create a more personalized service experience. Designing Service Processes to Unlock Value explores how service processes can be designed to leverage the expanding range of opportunities for service providers and customers to co-create value. Readers will learn about frameworks for value co-creation and models for designing all types of service processes, as well as the unique

challenges of designing knowledge-intensive services. And with the growing number of alternatives for designing service processes and determining who performs the various service tasks, service performance outcomes are increasingly dependent on the knowledge, skills, and abilities (KSAs)-- that is, capabilities--of both service providers and customers. Thus, the book concludes with approaches to unlock these capabilities--and further boost value co-creation.
