

1. Record Nr.	UNINA9910781003903321
Autore	Wells Alison
Titolo	Improving patient outcomes [[electronic resource]] : a resource for ward leaders / / Alison Wells
Pubbl/distr/stampa	Keswick [England], : M&K Update, 2007
ISBN	1-282-15081-2 9786612150814 1-907830-06-5
Descrizione fisica	1 online resource (163 p.)
Disciplina	610.73
Soggetti	Health services administration - England Health facilities - Personnel management Outcome assessment (Medical care)
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	Prelims; Table of contents; About the author; Introduction; Chapter 1 Improving patient outcomes; Chapter 2 Diagnosis: how well is your team performing?; Chapter 3 Selecting team members; Chapter 4 Creating and sustaining a learning environment; Chapter 5 Performance management; Chapter 6 Understanding change and its impact on team performance; Chapter 7 Implementing systems to support effective team working; Chapter 8 Involving patients in their care; Chapter 9 Measuring performance; Appendix 1: Interviewing scoring template; Appendix 2: Team work survey; Appendix 3: Providing references Appendix 4: Templates for effective meetingsAppendix 5: Return to work interview template; Appendix 6: Complaints analysis pro forma; Common acronyms; References; Index
Sommario/riassunto	Improving Patient Outcomes is aimed at ward and department leaders and prospective leaders. The evidence for effective team working and its impact on patient care is readily available and as a leader you do not have to make enormous changes to the way you work to have an effect. All the chapters link with each other but they also stand-alone. You are not expected to work on your own to implement changes but to seek out help from your peers and colleagues within your team and

organisation.
