

1. Record Nr.	UNINA9910467650003321
Autore	Benoit Christine
Titolo	L'experience patient : La levee d'un tabou pour une meilleure prise en charge des patients // Christine Benoit
Pubbl/distr/stampa	Boucherville, Quebec Canada ; ; Paris : , : Franel editions, , 2019
ISBN	2-89603-700-4
Descrizione fisica	1 online resource (206 pages)
Disciplina	610.696
Soggetti	Patient satisfaction Electronic books.
Lingua di pubblicazione	Francese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di bibliografia	Includes bibliographical references.

2. Record Nr.	UNINA9910782676503321
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
Pubbl/distr/stampa	New York, : Springer, c2000
ISBN	1-281-80617-X 9786611806170 0-8261-1689-2
Descrizione fisica	1 online resource (153 p.)
Altri autori (Persone)	ApplebaumRobert GeronScott <1952-> StrakerJane K
Disciplina	362.1
Soggetti	Patient satisfaction Medical care - Evaluation
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 (p. 129-135) and index.
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 access 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 access 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
