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Descrizione fisica	1 online resource (141 p.)
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Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	Cover; CONTENTS; EDITORIAL ADVISORY BOARD; Editorial; Gearing service quality into public and private hospitals in small islands; Measuring the three process segments of a customer's service experience for an out-patient surgery center; Pessimism and hostility scores as predictors of patient satisfaction ratings by medical out-patients; The role of understanding customer expectations in aged care; Patient claims and complaints data for improving patient safety; Evaluating hospital service quality from a physician viewpoint The influence of service quality and patients' emotions on satisfactionThe relative importance of service dimensions in a healthcare setting; News and views; Recent publications
Sommario/riassunto	The special edition examines the structures, processes and outcomes of patient satisfaction which is a topic that continues to remain popular with authors and readers alike. The authors in this e-book not only revisit stalwart patient satisfaction debates but also explore new topics not often encountered in the literature. In short, the eight articles

amount to a themed book containing novel elements on clearly what is an important and enduring quality assurance subject.
