

1. Record Nr.	UNINA9910791986903321
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Titolo	Improving healthcare through advocacy : a guide for the health and helping professions // Bruce S. Jansson
Pubbl/distr/stampa	Hoboken, New Jersey : , : John Wiley & Sons, Inc., , [2011] ©[2011]
ISBN	1-118-04415-0
Descrizione fisica	1 online resource (1119 p.)
Disciplina	362.1 610
Soggetti	Patient advocacy - United States
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 indexes.
Nota di contenuto	Cover; Title Page; Copyright; Dedication; Preface; Chapter 1: Embedding Advocacy in the U.S. Health System; Seven Problems Commonly Encountered by HealthCare Consumers; Advocacy; Scenarios and Vignettes; Resurgence of Interest in Case and Policy Advocacy; Advocacy from Outside the Health System; Advocacy as an Underground Activity; Advocacy as an Ethical Imperative; A Philosophical Premise; An Outline of This Book; Online Materials Relevant to This Chapter; Chapter 2: How the U.S. Health System Contributes to Consumers' Seven Problems; The Poor Law Tradition; Emphasis on Technology Entrepreneurialism Insufficient Emphasis on Prevention; Lack of Diversity in Medical Personnel; Uneven Acceptance of a Biopsychosocial Framework; Medical Silos and Insular Care; From History to Case and Policy Advocacy; Online Materials Relevant to This Chapter; Chapter 3: An Advocacy Practice Framework; Brief Overview of Case-Advocacy Interventions; Eight Case-Advocacy Tasks; Task #1: Reading the Context; Task #2: Triage; Task #3: Allocating Case Advocacy Services; Task #4: Diagnosing Task; Task #5: The Strategizing Task; Task #6: Implementing Case-Advocacy Strategy Task #7: Assessing Advocacy Interventions Task #8: Progressing to Policy Advocacy; Case Advocacy for a Very Sick Child; Summary; Chapter 4: Case Advocacy Skills; Four Skills for Reading the Advocacy

Context (Task #1); Four Skills for Case-Advocacy Triage (Task #2); Four Skills for Allocating Case-Advocacy Services (Task #3); Four Skills for the Diagnosing Task (Task #4); Four Skills for the Strategizing Task (Task #5); Four Skills for the Implementing Task (Task # 6); Four Skills for the Assessing Task (Task #7); Four Skills for the Progression Task (Task #8); Two Skills in More Detail
The Nature of InfluenceEmpowering Consumers; Empowerment (Continued); Advocacy with Respect to Seven Consumer Problems; Chapter 5: Advocacy to Protect Consumers' Ethical Rights; Promoting Ethical Conduct in Healthcare; The Policy and Regulatory Thicket for Promoting Ethical Conduct; Obtaining Skills in Ethical Reasoning at the Case Level; Nineteen Scenarios Encountered by Case Advocates; Summary; Moving From Case-Advocacy Scenarios to Broader Policy Issues; Online Materials Relevant to this Chapter; Chapter 6: Advocacy to Improve Consumers' Quality of Care
A Definition of "Quality HealthCare"General Criticisms of the Success of U.S. Healthcare in Addressing Physiological Illnesses; The Policy and Regulatory Thicket as It Pertains to Quality of Care; Fifteen Scenarios Encountered by Consumers with Respect to Quality of Care; Online Materials Relevant to This Chapter; Progressing from Case Advocacy to Policy Advocacy to Enhance Quality of Care; Chapter 7: Advocacy to Promote Culturally Competent Health Services; Conceptualizing Cultural Competency; What It Means to Be Culturally Competent: A Conceptual Framework
The Case for Providing Culturally Competent Services

Sommario/riassunto

Praise for Improving Healthcare Through Advocacy
A Guide for the Health and Helping Professions
"Bruce Jansson's thoughtful and innovative book will appeal to students in social work, nursing, and public health as well as those working in the health field of practice. The case examples are extraordinary, and Jansson provides the ideas, context, and theoretical base for readers to acquire the skills of advocacy in healthcare. This is by far the best advocacy book I have seen."
-Gary Rosenberg, PhD Director, Division of Social Work and Behavioral S
