

1. Record Nr.	UNINA9910798725703321
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Titolo	The patient paradigm shifts : profiling the new healthcare consumer / / Judy L. Chan
Pubbl/distr/stampa	New York, New York (222 East 46th Street, New York, NY 10017) : , : Business Expert Press, , 2017
ISBN	1-63157-410-8
Edizione	[First edition.]
Descrizione fisica	1 online resource (xxiii, 222 pages) : illustrations
Collana	Healthcare management collection, , 2333-861X
Disciplina	362.10973
Soggetti	Patient-centered health care - United States Medical care - United States Medical technology - Social aspects - United States Patient-Centered Care Delivery of Health Care Biomedical Technology United States
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	1. Transformation of healthcare: it's about time and money -- 2. Healthcare joins the 21st century: moving from paper to binary -- 3. We pay and pay for healthcare -- 4. Reframing healthcare delivery: my time and my place -- 5. Consumers are us -- 6. Communication gets a facelift -- 7. In transparency do we trust? -- 8. Right time, right place: improving quality at the point of treatment -- 9. The new old: aging dynamically -- 10. Converging data for better healthcare -- 11. Thoughts on the future -- Appendix: additional resources -- Index.
Sommario/riassunto	The dynamics of healthcare are shifting the patient paradigm in dramatic ways. The former patient is now both a consumer and a customer. The mantra of this new consumer is "convenient, fast, simple, and high value." Their expectations for healthcare are similar to what they experience in other industries such as transportation, banking, short-stay rental housing, retail shopping online, same-day deliveries, and more. Smart mobile devices enable the customer to conduct transactions at any place and at any time, and without waiting

in line. Healthcare providers need to offer customer service experiences similar to Apple, Amazon, Nordstrom, and other benchmark companies in order to stay competitive. The mindset of the new patient-turned-consumer has fundamentally shifted and there is no looking back. Anyone connected to healthcare needs to learn the profiles of the new consumer, better understand their behaviors, and comprehend their expectations as customers who have a choice. The patient paradigm shifts tells you everything a successful business needs to know about the powerful new healthcare consumer.

2. Record Nr.	UNISOBE600200011137
Titolo	Fusionalità : Scritti di psicoanalisi clinica / C. Neri [et al.]
Pubbl/distr/stampa	Roma, : Borla, s1990
Descrizione fisica	172 p. ; 20 cm
Collana	Prospettive della ricerca psicoanalitica ; 7
Lingua di pubblicazione	Italiano
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Fondo P. Negro