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Autore	Long Vicki
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Nota di contenuto	Intro -- Part I: Telephone Triage Basics -- Chapter 1: Telephone Triage in Women's Health Care: Logistical and Legal Considerations -- THE ORIGIN AND EVOLUTION OF TRIAGE -- BASIC CONSIDERATIONS IN ESTABLISHING A TELEPHONE TRIAGE SYSTEM -- Are "Protocols" or "Guidelines" the Appropriate Format? -- What's the First Step in Drafting Protocols or Guidelines? -- Who Should Handle the Calls? -- How Should Calls Be Documented? -- A WORD ON CONFIDENTIALITY, THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT, AND THE AMERICAN RECOVERY AND REINVESTMENT ACT -- What Information Is Pertinent for Each Patient Who Calls? -- HANDLING OUT-OF-STATE CALLS -- REDUCING LEGAL RISKS/IMPROVING PATIENT CARE -- Chapter 2: Assessing the Obstetric/Gynecologic Patient by Telephone -- THE EVIDENCE FOR ASSESSMENT BY TELEPHONE -- THE BASIC DATA -- THE NATURE OF THE PROBLEM -- THE REAL NATURE OF THE PROBLEM -- EXPLORING SYMPTOMS -- TIME MANAGEMENT IN TELEPHONE TRIAGE -- Chapter 3: Communication Basics and Challenges in Telephone Triage -- HELPFUL THERAPEUTIC COMMUNICATION TECHNIQUES -- COMMUNICATION BASICS IN TELEPHONE TRIAGE -- Self-Awareness -- Tele Charisma -- Paralanguage -- Establish Trust -- Use an Empathetic Approach -- Allow Enough Time -- Judicious Use of Open-ended Questions -- Significance of Closing -- COMMON CHALLENGES IN TELEPHONE TRIAGE -- Maintaining Composure -- Giving Bad News -- Providing Comfort -- Communicating with Assertiveness -- Care for the

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Autore	Huss Oksana
Titolo	How Corruption and Anti-Corruption Policies Sustain Hybrid Regimes : Strategies of Political Domination under Ukraine's Presidents in 1994-2014 // Oksana Huss, Andreas Umland, Tobias Debiel, Andrea Gawrich
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Nota di bibliografia	Includes bibliographical references.
Sommario/riassunto	Leaders of hybrid regimes in pursuit of political domination and material gain instrumentalize both hidden forms of corruption and public anti-corruption policies. Corruption is pursued for different purposes including cooperation with strategic partners and exclusion of opponents. Presidents use anti-corruption policies to legitimize and institutionalize political domination. Corrupt practices and anti-corruption policies become two sides of the same coin and are

exercised to maintain an uneven political playing field. This study combines empirical analysis and social constructivism for an investigation into the presidencies of Leonid Kuchma (1994–2005), Viktor Yushchenko (2005–2010), and Viktor Yanukovich (2010–2014). Explorative expert interviews, press surveys, content analysis of presidential speeches, as well as critical assessment of anti-corruption legislation are used for comparison and process tracing of the utilization of corruption under three Ukrainian presidents.
