

1. Record Nr.	UNINA9910828634803321
Titolo	An introduction to hospitals and inpatient care // Eugenia L. Siegler, Saeid Mirafzali, Janice B. Foust, editors
Pubbl/distr/stampa	New York, : Springer Pub., c2003
ISBN	1-281-81128-9 9786611811280 0-8261-2195-0
Edizione	[1st ed.]
Descrizione fisica	1 online resource (368 p.)
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Disciplina	362.1/1/068 362.11068
Soggetti	Hospitals - Administration Hospital care Hospital patients - Services for
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 index.
Nota di contenuto	Contents; Contributors; Foreword; Preface; Part I: The Hospital Setting; Part II: Caring for Patients in the Hospital; Part III: Facilitating Continuity of Care; Part IV: Common Social and Ethical Issues; Part V: Improving Quality of Care; Index
Sommario/riassunto	This book offers an overview of key elements of the hospital -- its structure, administration, and its functioning. Students and new clinicians may be so focused on mastering specific clinical skills that they have little time to observe or question the whole process of care. This book looks beyond acute disease to the environment of care, how it works, how it doesn't work, and how it might improve. Issues discussed include understanding and communicating with families, the basics of hospital finance, how dangerous hospitalization can be to the elderly, and how to minimize errors. Medical stud