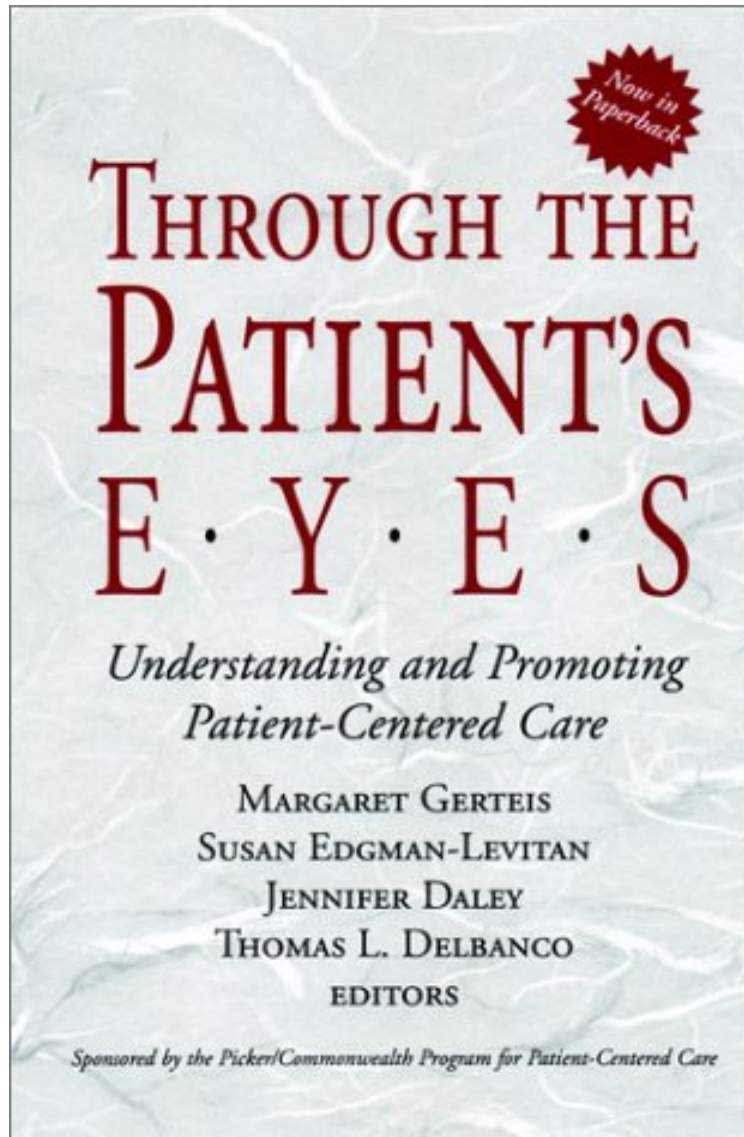


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That term became one of the 6 domains of quality identified by the Institute of Medicine in their treatise "Crossing the Quality Chasm," largely influenced by "Through the Patient's Eyes" and other work of those authors. This work describes findings from focus groups of patients and families regarding the experiential aspects of healthcare delivery. At the time that the book was first written these concepts were novel. Now they're not, though they're still just as important, and gaps in care are still quite prevalent. Worthwhile reading for clinicians and healthcare administrators alike. 0 of 0 people found the following review helpful. Ordering can sometimes be difficult on your site. When ...By Trisha Amodei Ordering can sometimes be difficult on your site. When you go to checkout, your not quite sure which item your ordering and paying for. Your not sure if it's a new item, used item or even if its the right one. 0 of 0 people found the following review helpful. Five Stars By PINKBOOKS Want to order for my doctor.

Sponsored by the Picker/Commonwealth Program for Patient-Centered Care In this comprehensive, research-based look at the experiences and needs of patients, the authors explore models of care that can make hospitalization more humane. Through the Patient's Eyes provides insights into why some hospitals are more patient-centered than others; how physicians can become more involved in patient-centered quality efforts; and how patient-centered quality can be integrated into health care policy, standards, and regulations. The authors show how, by bringing the patient's perspective to the design and delivery of health services, providers can improve their ability to meet patient's needs and enhance the quality of care.

From the Inside Flap Offers a comprehensive, research-based look at the experiences and needs of patients and explores models of care that can make the experience of hospitalization more humane. The authors draw on research conducted by the Picker/Commonwealth Program for Patient-Centered Care--including a national survey of over 6,000 hospital patients and 2,000 care partners from sixty-two hospitals; and focus groups with patients and their family members. Through the Patient's Eyes provides insights into why some hospitals are more patient-centered than others; how physicians can become more involved in patient-centered quality efforts; and how patient-centered quality can be integrated into health care policy, standards, and regulations. The authors show how, by bringing the patient's perspective to the design and delivery of health services providers can improve their ability to meet patient's needs and enhance the quality of care. From the Back Cover In this comprehensive, research-based look at the experiences and needs of patients, the authors explore models of care that can make hospitalization more humane. The authors show how, by bringing the patient's perspective to the design and delivery of health serices, providers can improve their ability to meet patient's needs and enhance the quality of care. New and important research conducted by the Picker/Commonwealth Program for Patient-Centered Care is described and used throughout the book. About the Author MARGARET GERTEIS is an associate of the Picker/Commonwealth Program for Patient-Centered Care. SUSAN EDGMAN-LEVITAN is associate director and program manager of the Picker/Commonwealth Program. JENNIFER DALEY is assistant professor of medicine at Harvard University. THOMAS L. DELBANCO is director of the Division of General Medicine and Primary Care at Boston's Beth Israel Hospital and director of the Picker/Commonwealth Program.