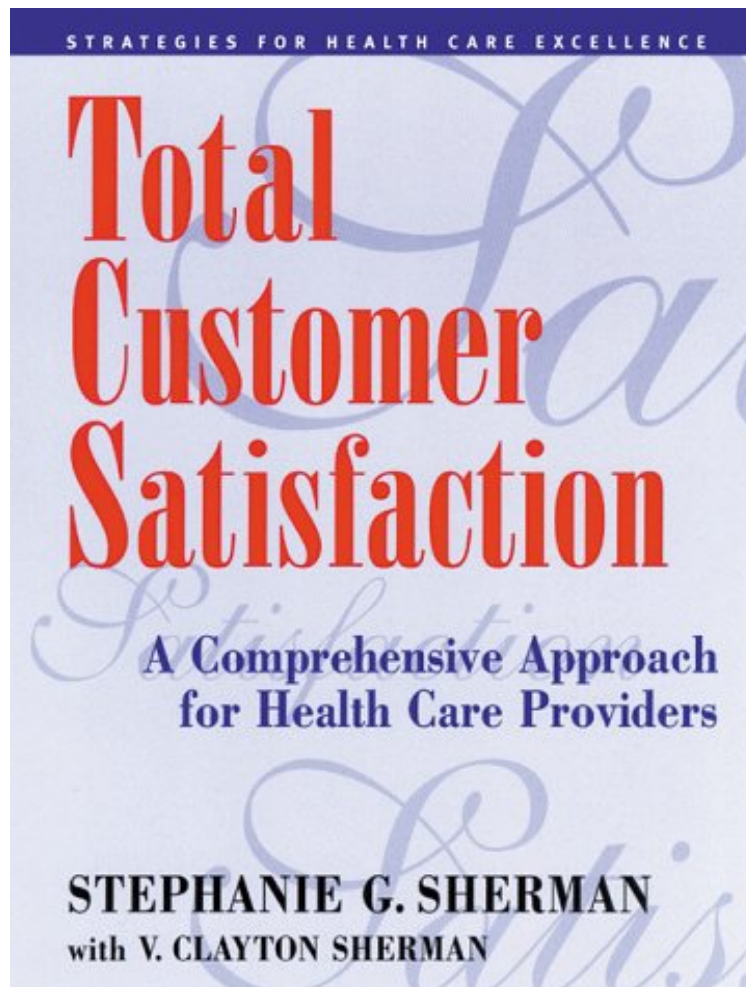


# Total Customer Satisfaction: A Comprehensive Approach for Health Care Providers

*Stephanie G. Sherman, V. Clayton Sherman*

*\*Download PDF | ePub | DOC | audiobook | ebooks*



DOWNLOAD



READ ONLINE

#1064461 in Books Jossey-Bass 1998-12-18Original language:EnglishPDF # 1 9.37 x 1.02 x 6.971, 1.52  
#File Name: 0787943924400 pages | File size: 56.Mb

**Stephanie G. Sherman, V. Clayton Sherman : Total Customer Satisfaction: A Comprehensive Approach for Health Care Providers** before purchasing it in order to gage whether or not it would be worth my time, and all praised Total Customer Satisfaction: A Comprehensive Approach for Health Care Providers:

1 of 1 people found the following review helpful. Helpful bookBy Natalia B.It was a very helpful reading. Customer service in healthcare is not the same as elsewhere. Patients do not want to see us, they have to! Let's make their experience remarkable! Read this book!2 of 11 people found the following review helpful. An Excellent Book!By Saad SulimanAn Excellent Book For All The Managers In Every Organisation..... A Must Read

A valuable tool for any health care leader dedicated to improving the quality of care and enhancing patient

satisfaction. Combining theory and discussion with a practical 'action plan' format, Sherman challenges the reader to think about solutions, not just ideas. --Irwin Press, president, Press, Ganey Associates, Inc. Whether you're a CEO, a caregiver, or simply someone who cares about the results of service initiatives, you'll find plenty of great ideas in this book. --Mark C. Clement, president and CEO, Holy Cross Hospital, Winner, 1994 AHA Great Comebacks Award, 1996 International Enterprise Award for Customer Satisfaction, 1998 Global Best Practices Award for Customer Service Total Customer Satisfaction reports on the breakthrough methods used by awarding winning hospitals and health care organizations to achieve top-rated national status in customer satisfaction. Learn from top experts in the field of how to create and implement total customer satisfaction tactical plan that will boost customer satisfaction ratings in your health care organization.

"This is must reading for all individuals who want to capture the essence of customer service and the hearts of their employees. The additional reward will be improved operational performance."--Quint Studer, president, Baptist Hospital, Inc. "A totally inclusive book with example after example of how to prioritize your customer satisfaction actions that will give the greatest return on your investment. After using these helpful how-to's for the past year and experiencing the result, I highly recommend it. Total Customer Satisfaction works!" --John Schwartz, chief executive, Trinity Hospital/Advocate Health Care "A valuable tool for any health care leader dedicated to improving the quality of care and enhancing patient satisfaction. Combining theory and discussion with a practical 'action plan' format, Sherman challenges the reader to think about solutions, not just ideas." --Irwin Press, president, Press, Ganey Associates, Inc. "Whether you're a CEO, a caregiver, or simply someone who cares about the results of service initiatives, you'll find plenty of great ideas in this book." --Mark C. Clement, president and CEO, Holy Cross Hospital, and winner of the 1994 AHA Great Comebacks Award, the 1996 International Enterprise Award for Customer Satisfaction, and the 1998 Global Best Practices Award for Customer Service "This timely book drives the point home and provides a structure to help health care organizations go beyond just measuring; to move from listening to responding." --Jerry Seibert, president, Parkside Associates

From the Inside Flap Total Customer Satisfaction reports on the breakthrough methods used by award winning hospitals and health care organizations to achieve top-rated national status in customer satisfaction. Learn from top experts in the field how to create and implement a total customer satisfaction tactical plan that will boost customer satisfaction ratings in your health care organization. "A totally inclusive book with example after example of how to prioritize your customer satisfaction actions that will give the greatest return on your investment. After using these helpful how-to's for the past year and experiencing the result, I highly recommend it. Total Customer Satisfaction works!" --John Schwartz, chief executive, Trinity Hospital/Advocate Health Care "A valuable tool for any health care leader dedicated to improving the quality of care and enhancing patient satisfaction. Combining theory and discussion with a practical 'action plan' format, Sherman challenges the reader to think about solutions, not just ideas." --Irwin Press, president, Press, Ganey Associates, Inc. "This is must reading for all individuals who want to capture the essence of customer service and the hearts of their employees. The additional reward will be improved operational performance." --Quint Studer, president, Baptist Hospital, Inc. "Whether you're a CEO, a caregiver, or simply someone who cares about the results of service initiatives, you'll find plenty of great ideas in this book." --Mark C. Clement, president and CEO, Holy Cross Hospital, and winner of the 1994 AHA Great Comebacks Award, the 1996 International Enterprise Award for Customer Satisfaction, and the 1998 Global Best Practices Award for Customer Service "This timely book drives the point home and provides a structure to help health care organizations go beyond just measuring; to move from listening to responding." --Jerry Seibert, president, Parkside Associates

From the Back Cover Total Customer Satisfaction reports on the breakthrough methods used by award winning hospitals and health care organizations to achieve top-rated national status in customer satisfaction. Learn from top experts in the field how to create and implement a total customer satisfaction tactical plan that will boost customer satisfaction ratings in your health care organization.