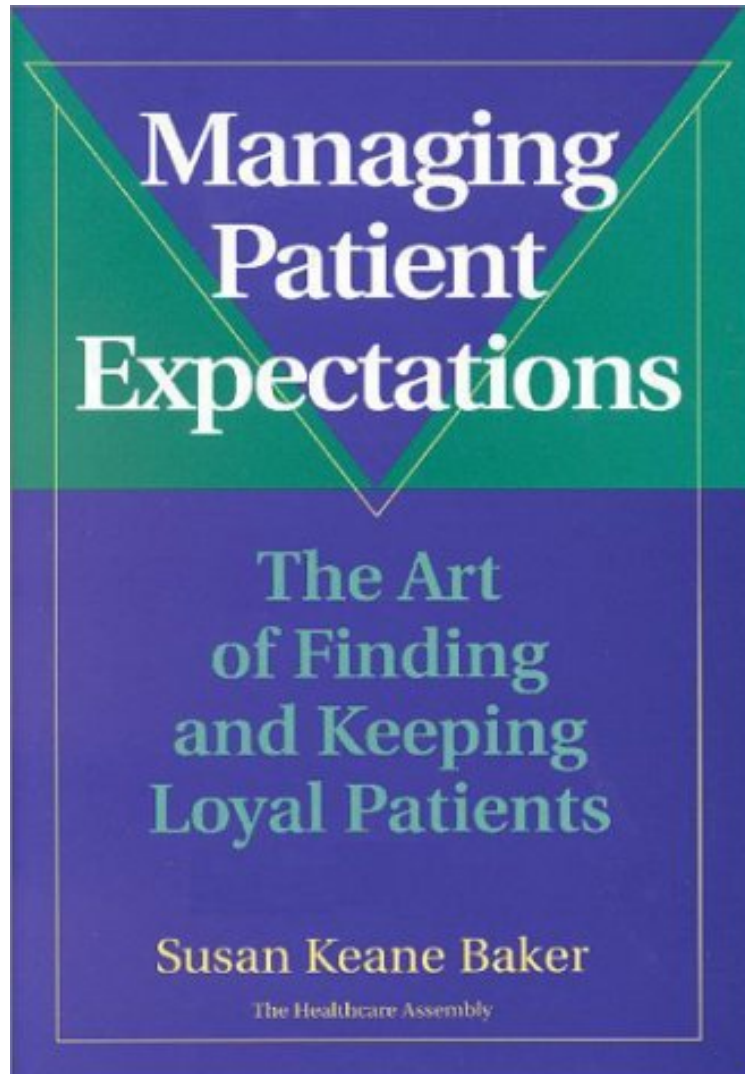


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Managing Patient Expectations: The Art of Finding and Keeping Loyal Patients

Susan Keane Baker

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Susan Keane Baker : Managing Patient Expectations: The Art of Finding and Keeping Loyal Patients before purchasing it in order to gauge whether or not it would be worth my time, and all praised Managing Patient Expectations: The Art of Finding and Keeping Loyal Patients:

10 of 10 people found the following review helpful. Terrific and easy to read guide for any practitioner. By Eileen M. Mcdonough Just could not put it down. Gets to the issues that plague our healthcare system and helps physicians and other provider recognize the "best practices" available to them to retain patients. Patients should enjoy this book as well to confirm their rationale for demanding medical and service excellence. It's a must read for all quality improvement

directors, risk managers and administrators alike. 6 of 6 people found the following review helpful. Right on Target By Joanne Desmond Susan Keane Baker has so much knowledge in this important area of health care and she shares with us her many insights and suggestions in an interesting, easy-to-read manner. This is definitely a book for all health care professionals and executives to keep on a nearby shelf as a ready reference over the years. Susan covers so many topics that are essential for patient retention, such as anticipating patient needs and preferences and making sure that patient complaints are dealt with in a timely and caring manner. As a longtime consultant in patient communication myself, I can testify that my colleague Susan has done a superb job with this book. It's all there - which makes this 5 stars for sure. It's easy to see why this book is a top seller! 6 of 6 people found the following review helpful. A must read for anyone who deals with patients. By A Customer You can never tell a doctor what to do, except in court. This book aims to change that. *Managing Patient Expectations* holds a mirror up to doctors and others who deal with patients, and lets them see what patients see when dealing with medical practices and hospitals. More important, the book explains practical approaches to streamlining the patient's experience and making the best use of everyone's time. And when patients feel valued, they pay more attention, and may either recover more quickly or be less likely to be "worried well." In short: a book no doctor or nurse can afford to ignore if they care about the quality of their practice.

Strategies for Building Satisfying Patient Relationships New England Healthcare Assembly This book fills a huge void in the areas of medical education and the delivery of patient service. The clear advice about how to identify and respond to patient needs and preferences is essential reading for physicians and those who work with them. If the personal rewards of medicine are important to you, read this book. --Joseph A. Lieberman, III, chairman, department of family and community medicine, clinical professor of family medicine, Thomas Jefferson University This important resource describes how to develop the qualities of understanding, empathy, and compassion that help to meet and exceed patient expectations. *Managing Patient Expectations* is filled with realistic and cost-effective strategies for maintaining patient satisfaction, creating loyalty, and increasing referrals. Susan Keane Baker explains how to find out what patients really think and how physicians can best respond in a variety of situations. Co-published with the Healthcare Assembly Press.

"Winning teams depend on the loyalty and enthusiasm of every member. Here, in one place, is all you need to know about creating that same kind of loyalty and enthusiasm in your patients and staff." (Lou Holtz, former head football coach, University of Notre Dame) "Malpractice claims are often the result of unmet and sometimes unrealistic patient expectations? with an overlay of miscommunication. Baker's book gives practical advice that easily translates into loss prevention lessons." (Peggy Berry Martin, director of education, Harvard Risk Management Foundation) "This book fills a huge void in the areas of medical education and the delivery of patient service. The clear advice about how to identify and respond to patient needs and preferences is essential reading for physicians and those who work with them. If the personal rewards of medicine are important to you, read this book." (Joseph A. Lieberman, III, M.D., M.P.H., chairman, department of family and community medicine, clinical professor of family medicine, Thomas Jefferson University) From the Inside Flap Satisfied patients refer, dissatisfied patients deter. Patient retention, referrals, and the personal rewards of medicine are all closely linked to quality relationships developed with patients. Patients value experiences in which their unique preferences are identified and respected. When these preferences are realistic, successful organizations find ways to remember and honor them. But even when unrealistic, a patient's preferences must be managed in a way that preserves and improves the relationship. In this important resource, Susan Keane Baker an expert in the field of physician practice management and patient satisfaction describes how to develop the qualities of understanding, empathy, and compassion that help to meet and exceed patient expectations. *Managing Patient Expectations* is filled with realistic and cost-effective strategies for maintaining patient satisfaction, creating loyalty, and increasing referrals. This practical guide explains how to find out what patients really think and how physicians can best respond in a variety of situations. *Managing Patient Expectations* is filled with winning techniques and illustrative examples from some of the country's leading health care facilities. The book maps out how to Identify patient expectations Generate positive word-of-mouth comments from patients and staff Enhance listening skills Respond effectively to patient complaints and adverse patient outcomes Build loyal patient relationships Written for all members of the health care team, the book reveals the vital role that each person plays in managing patient expectations. Baker offers practical yet effective techniques for all types of patient interactions from answering the phone to encouraging patient follow-through that will create loyalty, improve outcomes, and build strong patient relationships. *Strategies for Building Satisfying Patient Relationships* Understanding expectations, and how they From the Back Cover Satisfied patients refer, dissatisfied patients deter. Patient retention, referrals, and the personal rewards of medicine are all closely linked to quality relationships developed with patients. Patients value experiences in which their unique preferences are identified and respected. When these preferences are realistic, successful organizations find ways to remember and honor them. But even when unrealistic, a patient's preferences must be managed in a way that preserves and improves the relationship. In this important resource, Susan Keane Baker an expert in the field of physician practice management and patient satisfaction describes how to develop the qualities of understanding,

empathy, and compassion that help to meet and exceed patient expectations. *Managing Patient Expectations* is filled with realistic and cost-effective strategies for maintaining patient satisfaction, creating loyalty, and increasing referrals. This practical guide explains how to find out what patients really think and how physicians can best respond in a variety of situations. *Managing Patient Expectations* is filled with winning techniques and illustrative examples from some of the country's leading health care facilities. The book maps out how to Identify patient expectations Generate positive word-of-mouth comments from patients and staff Enhance listening skills Respond effectively to patient complaints and adverse patient outcomes Build loyal patient relationships Written for all members of the health care team, the book reveals the vital role that each person plays in managing patient expectations. Baker offers practical yet effective techniques for all types of patient interactions from answering the phone to encouraging patient follow-through that will create loyalty, improve outcomes, and build strong patient relationships. Strategies for Building Satisfying Patient Relationships Understanding expectations, and how they are created and influenced, is the key to developing mutually beneficial patient relationships. *Managing Patient Expectations* is filled with winning techniques and illustrative examples from some of the country's leading health care facilities. "This book fills a huge void in the areas of medical education and the delivery of patient service. The clear advice about how to identify and respond to patient needs and preferences is essential reading for physicians and those who work with them. If the personal rewards of medicine are important to you, read this book." Joseph A. Lieberman, III, M.D., M.P.H., chairman, department of family and community medicine, clinical professor of family medicine, Thomas Jefferson University "Winning teams depend on the loyalty and enthusiasm of every member. Here, in one place, is all you need to know about creating that same kind of loyalty and enthusiasm in your patients and staff." Lou Holtz, former head football coach, University of Notre Dame "Malpractice claims are often the result of unmet and sometimes unrealistic patient expectations?with an overlay of miscommunication. Baker's book gives practical advice that easily translates into loss prevention lessons." Peggy Berry Martin, director of education, Harvard Risk Management Foundation