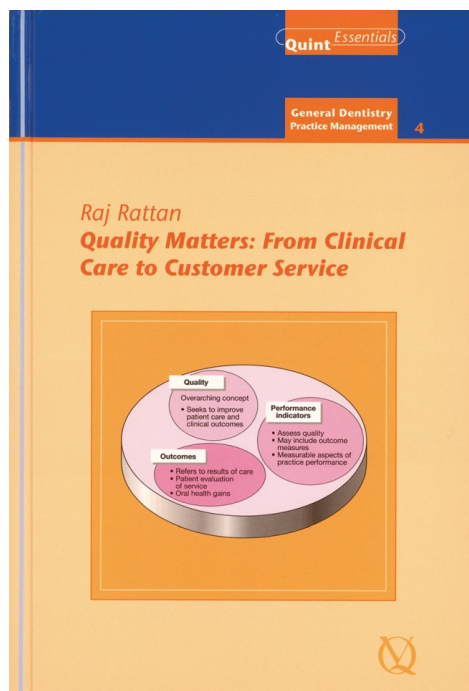




Auflage: 1st Edition 2007
Seiten:: 182
Abbildungen: 71
Einband: Hardcover
ISBN: 978-1-85097-100-9
Artikelnr.: 31301
Erschienen: Februar 2007

Quintessenz Verlags-GmbH

📍 Ifenpfad 2-4
12107 Berlin
Deutschland

☎ +49 (0) 30 / 76180-5

📠 +49 (0) 30 / 76180-680

✉ info@quintessenz.de

🌐 <https://www.quintessence-publishing.com/deu/de>

Buch-Information

Autoren: Raj Rattan
Titel: Quality Matters
Untertitel: From Clinical Care to Customer Service
Reihe: QuintEssentials of Dental Practice

Kurztext:

This unique book considers the concept of quality as it relates to the provision of dental care. For the author's purposes, quality is defined in relation to the process of care, the service given, the people delivering the care, and the environment in which the care is provided. In each of these various facets of dental care, the author considers the process of measuring, assessing, improving, and monitoring quality and its impact on the way we work and live.

Contents

Chapter 01. Introduction
Chapter 02. The meaning of quality
Chapter 03. Quality Concepts
Chapter 04. The challenge of measurement
Chapter 05. Continuous Quality Improvement
Chapter 06. Clinical Audit
Chapter 07. Clinical Governance
Chapter 08. Evidence-based dentistry
Chapter 09. Service Quality
Chapter 10. Business Implications

Fachgebiet(e): Fachübergreifend, Praxismanagement, Wissenschaft und Forschung, Zahnheilkunde allgemein