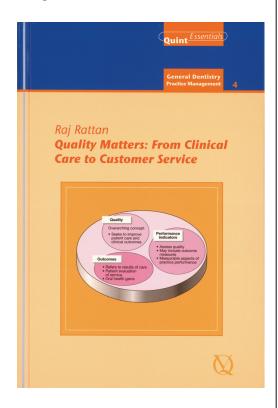
QUINTESSENCE PUBLISHING AUSTRALIA & NEW ZEALAND



Auflage: 1st Edition 2007

Seiten:: 182 Abbildungen: 71

Einband: Hardcover

ISBN: 978-1-85097-100-9 Erschienen: Februar 2007

QuintEd Pty Ltd

- Suite 2/38 Albany St NSW 2065 St Leonards Australien
- **)** +61 434521025
- https://www.quintessence-publishing.com/anz/en

Buch-Information

Autoren: Raj Rattan

Titel: Quality Matters

Untertitel: From Clinical Care to Customer Service

Reihe: OuintEssentials 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