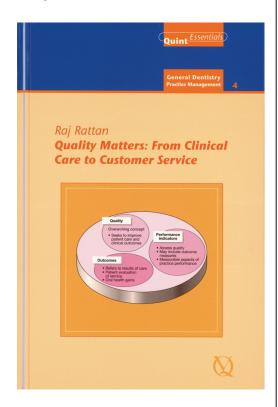
# QUINTESSENCE PUBLISHING UNITED KINGDOM



Edition: 1st Edition 2007

pages: 182 Images: 71

Cover: Hardcover

ISBN: 978-1-85097-100-9

Stock No.: 5821

Published: February 2007

Price £2.00

Subject to changes!

## **Quintessence Publishing Company, Ltd.**

- Grafton Road
   KT3 3AB New Malden, Surrey
   United Kingdom
- **J** +44 (0)20 8949 6087
- +44 (0)20 8336 1484
- ☑ info@quintpub.co.uk
- https://www.quintessence-publishing.com/gbr/en

## **Book information**

Authors: Raj Rattan

Title: Quality Matters

Subtitle: From Clinical Care to Customer Service

Series: OuintEssentials of Dental Practice

### **Short text:**

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

Categories: Interdisciplinary, Practice Management, Science and Research,

**General Dentistry**