



Edition: 1st Edition 2007
pages: 182
Images: 71
Cover: Hardcover
ISBN: 978-1-85097-100-9
Published: February 2007

KVM - Der Medizinverlag

📍 Ifenpfad 2-4
12107 Berlin
Germany

☎ +49 (0) 30 / 76180-5

📠 +49 (0) 30 / 76180-680

✉ info@quintessenz.de

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

Book information

Authors: Raj Rattan
Title: Quality Matters
Subtitle: From Clinical Care to Customer Service
Series: QuintEssentials 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