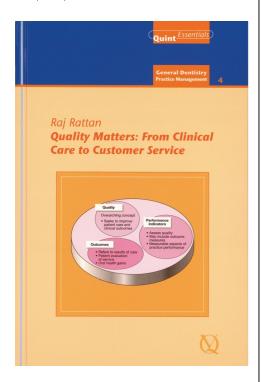
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Book information

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.

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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