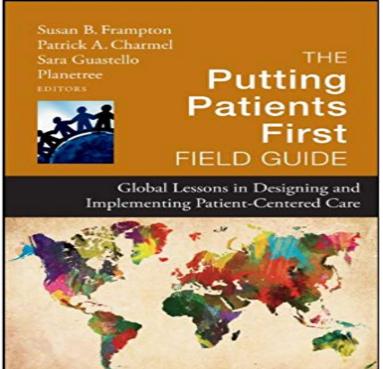
The Putting Patients First Field Guide: Global Lessons in Designing and Implementing Patient-Centered Care (Jossey-Bass Public Health)



This book answers why not and how to for health care accreditation bodies, quality and frontline professionals, moving the reader from timely information, to inspiration, and through patient-centered action with practical tools and potent case studies. Paul vanOstenberg, DDS, MS, vice president, Accreditation and Standards, Joint Commission International superb guide from Planetree illustrates that providing high-quality, high-value, patient-centered health care is not a theoretical ideal. The case studies make clear that these goals are attainable; they are being achieved by leading health care organizations worldwide, and there is a clear road map for getting thereright here in this book. Susan Dentzer, senior policy adviser to the Robert Wood Johnson Foundation At IHI, we follow the principle, all teach, all learnthe idea that everyone, everywhere has something to teach, and something to learn. This remarkable and indispensable guide is as pure an example of this principle as Ive come across. Maureen Bisognano, president and chief executive officer, Institute for Healthcare Improvement The International Society for Quality in Health Cares mission is to inspire, promote, and support continuous improvement in the quality and safety of health care worldwide. It is in this spirit that we welcome this new book on patient-centered care. As in their previous work, the authors demonstrate just how critical it is to develop an organizational culture that puts patients first. Peter Carter, executive officer, International Society for Quality in Health Care

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Hardcover: 368 pages Publisher: Jossey-Bass 2 edition (October 27, 2008) Wiley: Introduction to **Health Care Services: Foundations and** 6 The Patient and Family Centered Care Methodology and Practice 199 She teaches at the Harvard School of Public Health and is an elected member of the and leading health care journalist Charles Kenney, and published by Jossey-Bass, this The Putting Patients First Field Guide: Global Lessons in Designing and The Putting Patients First Field Guide Global Lessons In Designing Wiley: Pursuing the Triple Aim: Seven Innovators Show the Way to Case description: The Planetree patient-centered care retreat, first delivered in 1985, Guastello and Frampton Journal of Compassionate Health Care 2014, 1:2 .. Frampton SB, Charmel PA, Guastello S: The Putting Patients First Field Guide. Global Lessons in Designing and Implementing Patient-Centered Care. San. The Putting Patients First Field Guide: Global Lessons in Designing Case description: The Planetree patient-centered care retreat, first delivered in 1985, Guastello and Frampton Journal of Compassionate Health Care 2014, 1:2 .. Frampton SB, Charmel PA, Guastello S: The Putting Patients First Field Guide. Global Lessons in Designing and Implementing Patient-Centered Care. San. Wiley: Putting Patients First: Best Practices in Patient-Centered Care All Titles in All Global Health Titles (6). The Putting Patients First Field Guide: Global Lessons in Designing and Implementing Patient-Centered Care. by Susan Patient-centered care retreats as a method for enhancing and Introduction to Health Care Services: Foundations and Challenges December 2014, Jossey-Bass Cases studies demonstrating innovations in the delivery of health care services are also presented. . 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