Rochester Regional Health

RocScholar

Rochester Regional Health authored publications and proceedings

9-1-2010

RRH Library Newsletter, September 2010

Libraries at Rochester Regional Health

Follow this and additional works at: https://scholar.rochesterregional.org/rrhpubs



Part of the Health Sciences and Medical Librarianship Commons

Recommended Citation

Libraries at Rochester Regional Health. (2010). RRH Library Newsletter, September 2010. LibraLinks Retrieved from https://scholar.rochesterregional.org/rrhpubs/780

This Newsletter is brought to you for free and open access by RocScholar. It has been accepted for inclusion in Rochester Regional Health authored publications and proceedings by an authorized administrator of RocScholar. For more information, please contact Lisa.Buda@rochesterregional.org.

LibraLinks

Information Ideas from RGSH Libraries



Rochester General Health System

Rochester General Hospital Edition

IMPROVING CUSTOMER SERVICE

Improving customer-service in health care organizations has been linked to better patient care, satisfied staff, a reduction in preventable medical errors, fewer malpractice lawsuits and improved revenue. If you would like copies of any of these articles, or if you would like further information on this topic, please contact any Library Team member.

Johnson A., "The customer's always right: steps you can take to ensure customer satisfaction." *JEMS: Journal of Emergency Medical Services*, 35(3):92-6, 2010 Mar.

Kerfoot KM., "Hospitality and service: leading real change." *Nursing Economic*\$, 26(3):191-2, 194, 2008 May-Jun.

Leebov W., "Beyond customer service: use these five message points to adapt the principles of customer service to patient care." *American Nurse Today*, 3(1):21-3, 2008 Jan.

Lockhart C. Berch S., "Little things mean a lot when the goal is customer services and patient satisfaction." *Critical Care Nurse*, 25(5):88, 87, 2005 Oct.

Mayer TA. Cates RJ., "Leadership for great customer service. Getting the "why" right before mastering the 'how'." *Healthcare Executive*, 25(3):66, 68-9, 2010 May-Jun.

O'Hagan J. Persaud D., "Making customer-service a priority in health care organizations." *Healthcare Management Forum*, 21(4):27-32, 2008.

Rhoades S., "Hospital or 5 star hotel: how's your customer service." *Journal of Christian Nursing*, 24(4):192-3, 2007 Oct-Dec.

Ruffinen MA., "10 steps to improve patient satisfaction." *Nursing*, 37(5):22, 24, 2007 May.

Saunders N., "Turn a rude caller into a gracious customer: your actions can turn things around." *Hospital Access Management*, 29(5):53-5, 2010 May.

Spizzirri J., "Be our guest." CMA Today, 43(3):26-7, 2010 May-Jun.

Warner CG., "Patient satisfaction in the emergency department." *Topics in Emergency Medicine*, 27(4):249-328, 2005 Oct-Dec.

Weiss M. Tyink S., "Creating sustainable ideal patient experience cultures." *MEDSURG Nursing*, 18(4):249-52, 2009 Jul-Aug.

Williams J., "The art of customer service." *Healthcare Financial Management*, 61(10):64-9, 2007 Oct.

September 2010

WERNER HEALTH SCIENCES LIBRARY

585-922-4743 Voice 585-544-1504 Fax

Call **922-WELL** (922-9355) to request information. Visit

www.rochestergeneral.org/library/wellness infocenter

For more information and a link to our "Ask a Medical Librarian" service.



September 2010 LIBRARY HOURS

- ❖ Mon -Fri 8 AM 9 PM
- ❖ Sat 8:30 AM − 5 PM
- ❖ Sun 12 NOON 5 Pm
- ❖ Closed Sept 5 & 6th for Labor Day

CYBERTOOLS

Werner Library's online catalog

http://maple.cybertoolsforlibraries.com/cgibin/CyberHTML? RGHRNYHO

