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PATIENT SATISFACTION

As hospitals experience growing pressure to increase the quality of their outcomes, enhance the safety of their patients and lower the cost of care, greater attention is given to patient satisfaction. Numerous studies indicate that satisfied patients recover faster. Patient satisfaction is good medicine and good business. There are many ways to measure, monitor and improve patient satisfaction. If you would like copies of any of these articles, or if you would like further information on this topic, please contact any library staff member.

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