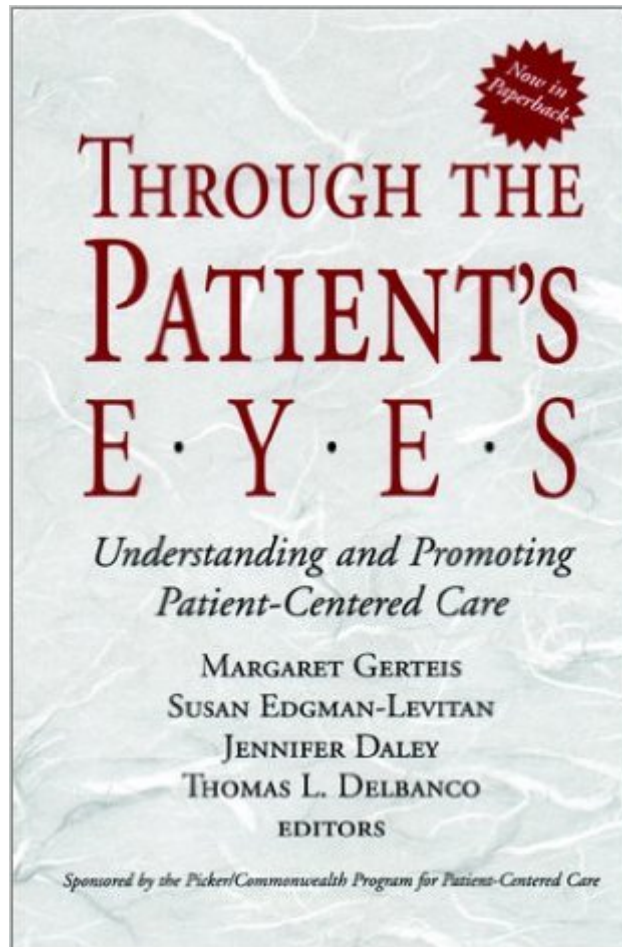


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# Through The Patient's Eyes: Understanding And Promoting Patient-Centered Care



## Synopsis

Sponsored by the Picker/Commonwealth Program for Patient-Centered Care. In this comprehensive, research-based look at the experiences and needs of patients, the authors explore models of care that can make hospitalization more humane. *Through the Patient's Eyes* provides insights into why some hospitals are more patient-centered than others; how physicians can become more involved in patient-centered quality efforts; and how patient-centered quality can be integrated into health care policy, standards, and regulations. The authors show how, by bringing the patient's perspective to the design and delivery of health services, providers can improve their ability to meet patient's needs and enhance the quality of care.

## Book Information

Paperback: 360 pages

Publisher: Jossey-Bass; 1 edition (May 3, 2002)

Language: English

ISBN-10: 0787962201

ISBN-13: 978-0787962203

Product Dimensions: 6 x 1 x 9 inches

Shipping Weight: 1.1 pounds (View shipping rates and policies)

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## Customer Reviews

"Through the Patient's Eyes" is one of the books that brought the concept of "patient-centeredness" into the stream of healthcare consciousness. That term became one of the 6 domains of quality identified by the Institute of Medicine in their treatise "Crossing the Quality Chasm," largely influenced by "Through the Patient's Eyes" and other work of those authors. This work describes findings from focus groups of patients and families regarding the experiential aspects of healthcare delivery. At the time that the book was first written these concepts were novel. Now they're not, though they're still just as important, and gaps in care are still quite prevalent. Worthwhile reading for clinicians and healthcare administrators alike.

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I find this book very interesting and highly relevant to the study and importance of patient expereince which is my research area. In my section we use this book as reference to both conceptual framework but also as reference when interepreting empirical results in our studies. This book should be mandatory to everyone studying patient experience or patient satisfaction.

Really gets to the heart of the matter and this will be a historical classic

Want to order for my doctor.Ã Â ÂœÂ

Interesting perspective

Sent this to a friend who has had the sytoms of this problem and was looking for help. She was thrilled and it gave her some hope of things she can do which might help.

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