

The logic of care - health and the problem of patient choice

Routledge - NHS England » Choice and competition in commissioning clinical services in the NHS in England



Description: -

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Professional-Patient Relations
Personal Autonomy
Patient Care
Diabetes Mellitus -- therapy
Choice Behavior
Quality of Health Care
Diabetes -- Treatment -- Netherlands -- Case studies
Patients -- Civil rights
Patient satisfaction
Medical care -- Quality control
Medical care -- EvaluationThe logic of care - health and the problem of patient choice
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Access to Health Services

That said, strategies long embraced by other industries — targeted messaging, for instance — could yield important results in the health care industry.

Health Care Providers Can Use Design Thinking to Improve Patient Experiences

As the industry evolves—due to fierce cost pressures, the Affordable Care Act, advances in technology, a new emphasis on preventative care, health-system mergers, and a host of other factors—one area of clarity is that success depends in part on strategies focused on customer acquisition and customer satisfaction that have long been prevalent in other industries. Design thinking has taken hold in health care, leading to the development of new products and improved design of spaces. Advocates offer support by connecting them to the right staff members or simply by listening to their concerns.

Access to Health Services

Tronto, Department of Political Science, Hunter College of the City University of New York, USA, 'The Logic of Care' analyses how healthcare produces health and shows how the best healthcare is necessarily at odds with the currently dominant rhetoric of health products limited. For starters, her painful physical condition required her to arrange door-to-door assistance and special transportation.

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His research explores interpersonal processes of learning, development, and innovation in health care and other knowledge-intensive work environments. Doing so will demand new ideas for staying in touch with customers. If more leaders embrace design thinking, they can leverage a deeper understanding of patients to solve such problems, achieving better clinical outcomes, improved patient experience, and lower costs along the way.

Customer Service In Healthcare: The Paradox Of Patient Satisfaction And Patient Experience

Starfield B, Shi L, Machinko J. She concludes that good care is not a matter of making well argued individual choices but is something that grows out of collaborative and continuing attempts to attune knowledge and technologies to diseased bodies and complex lives.

The logic of care : health and the problem of patient choice (2008)

Primary care: Balancing health needs, services and technology.

How Demographics Impact Healthcare Delivery

Frank, Department of Sociology, University of Calgary, Canada 'Annemarie Mol has written a wise and engaging book that explores the real lives of people with diabetes and how they care for themselves and are cared for by others.

Related Books

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