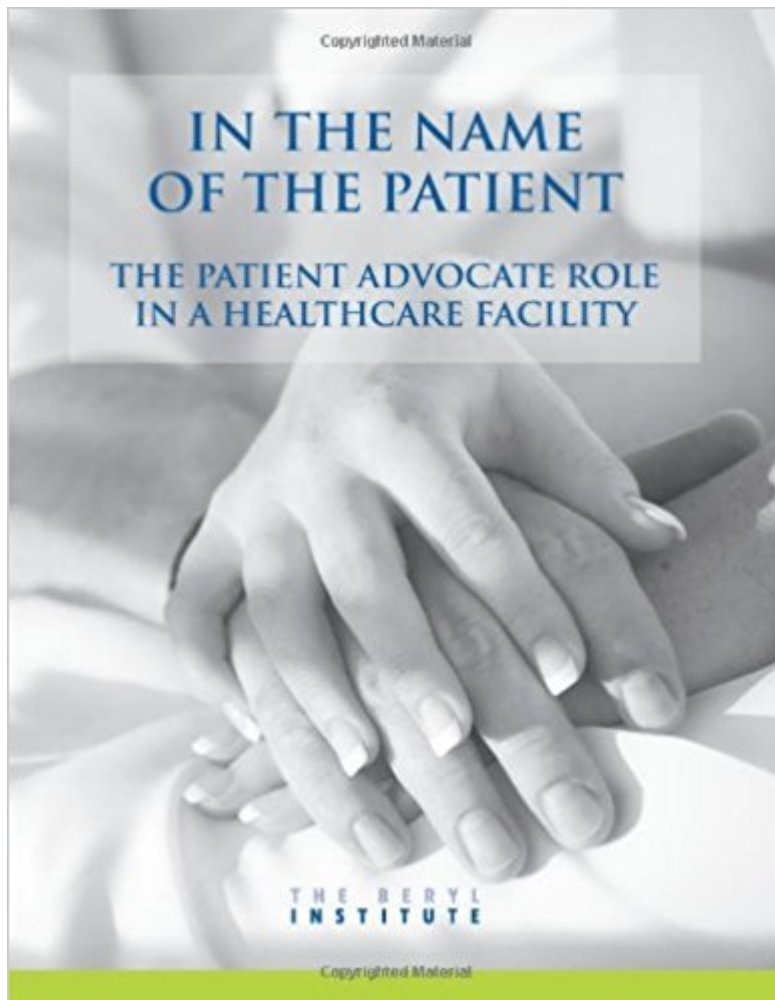


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In The Name Of The Patient



Synopsis

This publication is a comprehensive resource for healthcare Patient Advocates. It addresses consumer advocacy, patient representation and special challenges such as complaint management, quality improvement, ethical issues, legal, risk management and compliance with regulatory standards. Originally published by SHCA (Society for Healthcare Consumer Advocacy) in 1985, In the Name of the Patient has been a coveted resource for Patient Advocates in all situations, whether acting as individual practitioners or part of teams in large health systems. Updated by the Patient Advocacy Community of The Beryl Institute, the leading source of educational programming for healthcare Patient Advocates and Patient Experience, the 2014 edition is complete with templates, case studies and a glossary of patient advocacy-related terms.

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