

Changing Culture Changing Care - S.E.R.V.I.C.E. First



BOOK DETAILS

- Author : Ph.D. Susan D. Gilster
- Pages : 172 Pages
- Publisher : Health Professions Pr
- Language : English
- ISBN : 0972191658

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BOOK SYNOPSIS

The approaches that long-term care leaders employ over the next 10 years will shape the future of aging services in our country. Research continues to demonstrate that facility leadership shows a relationship with every measure of quality. Dr. Gilster has lived in this world and shares her experiences and the importance of the S.E.R.V.I.C.E. model of leadership with the reader. For those embarking on transformational change--for those knowing that Person-Directed Care is essential--for those wanting to learn about leadership--for everyone involved in Long-Term Care, this book is an essential part of your professional curriculum. Mary Tellis-Nayak, MSN, MPH Business Development Executive Past President and CEO of the American College of Health Care Administrators Dr. Gilster has been a pioneer as a woman and a healthcare professional in building a new model for effective leadership. In the 21st century healthcare and many other industries must blend the new realities of business survival, quality patient care and a workforce that is searching to find meaning in their life and their work. This break-through vision is a guide for moving your organization and your team to the highest levels of success. Vanessa Freytag, Publisher, Womens Business Cincinnati and President of W-Insight, Inc. In her book Susan has captured the essence and importance of directed and mentored leadership. It illustrates ways to captivate, enrich and empower the staff through education, coaching and a solid vision. Mark Wellinghoff, M.S., LNHA Vice President of Operations, Carespring Management Resources

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