



The Organizational Impact of Patient Engagement

Enhancing the Healthcare Journey

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Details

This book examines the transformative power of patient engagement in revolutionizing healthcare organizational efficiency. It expresses a need for a more patient-centered approach in healthcare delivery to improve patient outcomes and organizational workflows. Using Fondazione IRCCS Istituto Neurologico Nazionale Mondino (Italy) as a case study, the author offers a framework for improving patient interactions from the initial point of contact, namely front office operations, and proposes strategies for healthcare organizations across the globe based on best practices and lessons learned while also emphasizing the importance of continuous adaptation and improvement.

Grounded in the latest academic research, this book provides students, practitioners, professionals, and scholars in healthcare administration and management with a theoretical foundation for patient engagement with practical applications to lead and innovate in the modern healthcare management system.