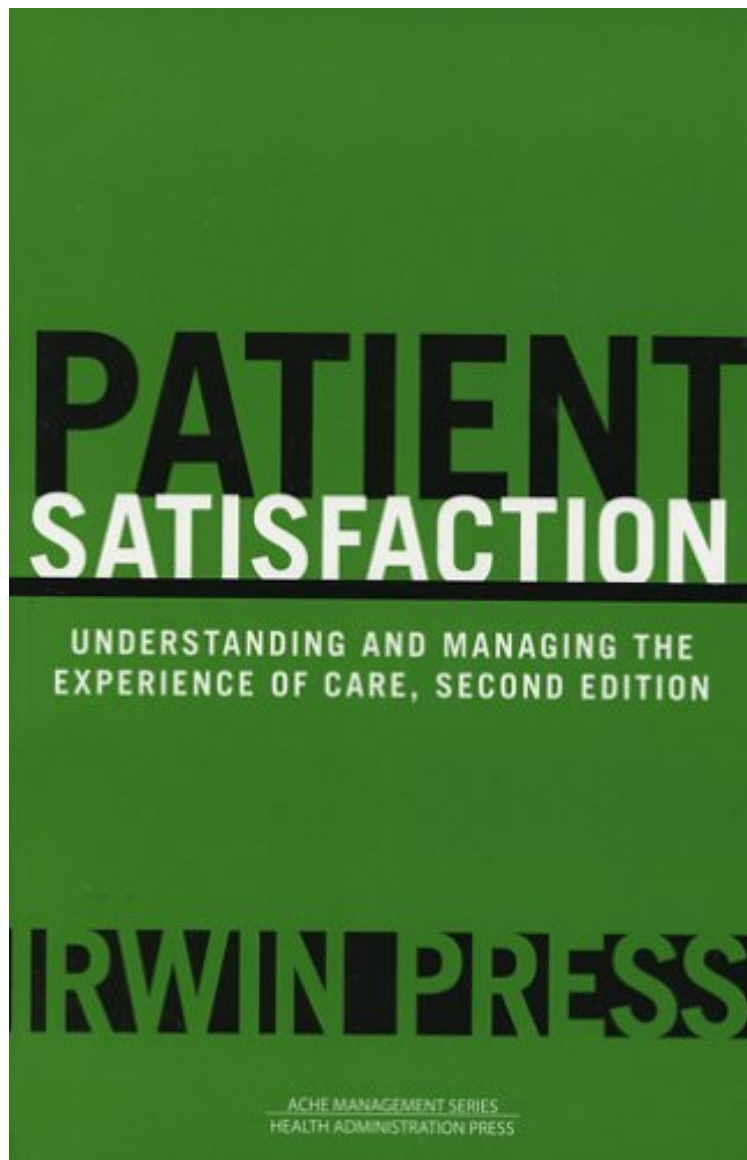


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Patient Satisfaction: Understanding and Managing the Experience of Care, Second Edition (Management Series)

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About the Author
Irwin Press, Ph.D. is a cofounder of Press Ganey Associates. Since 1985, he has worked with hospitals across the country to implement satisfaction measures and improvement strategies. He has served on the Quality Improvement Taskforce of the Joint Commission on Accreditation of Healthcare Organizations, and he was a member of the Research and Quality Improvement Council of the National Quality Forum. A popular keynote speaker and workshop leader, he is widely recognized for his insight into the personal factors that affect the patients experience and evaluation of care.