



Assessing Satisfaction in Health and Long Term Care: Practical Approaches to Hearing the Voices of Consumers

Robert Applebaum MSW PhD, Jane Straker PhD, Scott Geron PhD

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Drawing from their own research, the authors have created a book that answers the much asked questions about how to access the satisfaction of health and long-term care recipients successfully.

Designed to be practical in its application, the book includes many examples of questions and approaches used to access consumer satisfaction. Part I provides an overview, in which the authors discuss theories, approaches to measuring consumer satisfaction, and how to implement a consumer data collection strategy. Part II focuses on a broad range of specific areas or settings for assessment including in-home care, nursing homes, and assisted living.

This concise book is must reading for practitioners, researchers, and students committed to listening to the voices of their clients and improving the delivery of care.

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