



Elaborado por el IICA

Organización Atenta

El fortalecimiento de la capacidad institucional es una condición indispensable para el éxito de las reformas económicas y sociales. Este manual ofrece una guía práctica para el diseño y la implementación de programas de fortalecimiento institucional.

EDICIÓN 2000

Organizacion Atenta

**Cabo Salvador, Javier, Herreros
Gonzalez, Jesus, Cabo Muiños,
Veronica, Bellmont Lerma, Maria
Antonia, García Jiménez,
Eduardo, Vilches Martinez, Manuel**

Organizacion Atenta:

Organización atenta Joan Elías, 2007-11 Organización Atenta explica como tratar a los clientes Con un lenguaje sencillo y estructurado de forma agil Joan Elias ofrece consejos para aquellas personas y organizaciones que trabajan diariamente en contacto con sus clientes Es una obra practica y necesaria para aquellas empresas que su mayor patrimonio es tener a sus clientes satisfechos La particular vision de los vendedores en la mejora de la calidad de la Atencion al Cliente y sobre todo el capitulo de las Enfermedades del Personal de Contacto Caperucita Roja Acumular Atencion El Síndrome Horario etc es una reflexion sobre actitudes negativas que planteadas con originalidad dificilmente le dejaran de sorprender En esta segunda edicion se han incluido nuevas Enfermedades del Personal de Contacto Con los consejos de Organizacion Atenta sera capaz de preparar a su empresa para tener Clientes Contentos **La utopía de la formación emocional de las organizaciones**

educativas Olga Cleosilda, Chica Palma, Jorge Oswaldo, Sánchez Buitrago, 2017-04-25 En este libro los lectores encontrar n en primer lugar una visi n problematizadora de las organizaciones educativas en nuestros tiempos desde la perspectiva de desarrollo de las competencias emocionales En segundo lugar una exploraci n de las Escuelas Normales como organizaciones formadoras de docentes Luego la revisi n de diversas concepciones y enfoques sobre las emociones y la educaci n emocional y la sustentaci n de una serie de coordenadas referenciales de una concepci n emergente de la educaci n emocional Finalmente el texto se compromete con la utop a de la formaci n emocional docente como un imperativo de nuestros d as y argumenta las implicaciones que se derivan de asumir las organizaciones educativas como escenarios para el desarrollo de competencias emocionales *Gestión de la calidad en las organizaciones sanitarias* Cabo Salvador, Javier, 2014-01-01 El libro hace especial hincapi en los dos aspectos fundamentales de la gesti n sanitaria de forma integral el de eficiencia y control de costes bajo nuevas herramientas de gesti n como son los sistemas de ajuste de riesgos refinados ampliamente descritos en tres de los cap tulos del libro Cap tulos 10 29 y 30 y el de gesti n continua de la calidad enfocada hacia la mejora de la calidad del sistema sanitario tambi n a lo largo de varios cap tulos del libro La mejora de la calidad del sistema sanitario en su conjunto debe presidir las actuaciones de las instituciones sanitarias p blicas y privadas por lo que ste es un libro de lectura recomen dada para todos los agentes participantes en la asistencia sanitaria y de manera especial para aquellos involucrados directamente con la gesti n bien a nivel de cuadros de mando directivos y asistenciales como de todos aquellos profesionales de la sanidad que constituyen un elemento esencial en la modernizaci n y calidad del sistema sanitario espa ol en su con junto involucrados o con ansias de participar en el nuevo cambio de paradigma de la gesti n cl nica Otro de los elementos esenciales para el funcionamiento cohesionado y con garant as de calidad del Sistema Nacional de Salud es la existencia de un verdadero sistema de informaci n sanitaria que garantice la disponibilidad de la informaci n y la comunicaci n rec procas entre la Administraci n sanitaria del Estado y la de las comunidades aut nomas y sirva de punto de partida para la confecci n de protocolos cl nicos y de Gu as Integradas Asistenciales y que posibilite la realizaci n de un efectivo bench

marking En este aspecto el libro aporta y describe también ampliamente en varios capítulos la importancia de los indicadores tanto de actividad como de calidad asistencial con un enfoque final hacia la gestión clínica y el gobierno clínico aspectos estos ampliamente descritos a lo largo de varios capítulos En conclusión creo que se trata de una obra de gran interés en el campo del mundo de la gestión sanitaria esencial y de obligada lectura en aras de un funcionamiento cohesionado y con garantías de calidad y muy útil como guía y referencia para poder introducir aquellas reformas necesarias que nos permitan reforzar la sostenibilidad mejorar la eficiencia en la gestión promover el ahorro y las economías de escala e introducir nuevas herramientas a través de las nuevas tecnologías con criterios de racionalización y eficiencia en la gestión que permitan además una mayor homogeneización y estandarización del proceso tanto en la gestión de estructuras sanitarias como en la clínica

INDICE RESUMIDO Sistemas sanitarios y reformas sanitarias Características de los modelos sanitarios La Ley 17/2003 de Cohesión y Calidad del Sistema Nacional de Salud La Ley 41/2002 de 14 de Noviembre básica de Autonomía del Paciente como herramienta normativa de mejora de la calidad asistencial Indicadores de actividad de las organizaciones sanitarias Calidad y bioética en las organizaciones sanitarias Normativa técnica y de calidad de la investigación biomédica Desarrollo de un programa de calidad en Atención Primaria Mejora de la calidad asistencial mediante la telemedicina y la teleasistencia etc

Plan estratégico de gestión de las organizaciones Sanitarias Cabo Salvador, Javier, Herreros Gonzalez, Jesus, Cabo Muiños, Veronica, Belmont Lerma, Maria Antonia, García Jiménez, Eduardo, Vilches Martinez, Manuel, 2014-01-01 La calidad asistencial entendida dentro de un marco conceptual de mejora continua de la calidad exige la implantación de protocolos guías clínicas y las clínicas y la realización de evaluaciones y auditorías clínicas y médicas auditadas con la finalidad de poder detectar oportunidades de mejora para poder utilizar posteriormente herramientas de gestión con revisión y rediseño de los procesos seleccionados reingeniería de procesos con orientación al paciente organización atenta y garantizando en todo momento que la toma de decisiones clínicas esté basada en la evidencia científica fomentando la continuidad de los niveles asistenciales y siendo la calidad uno de los objetivos asistenciales a todos los niveles de la organización Este capítulo pertenece al Ebook Gestión de la calidad en las organizaciones sanitarias 9788499698168

Anatomía de la empresa BERTOGGIO OSCAR JOHANSEN, Oscar Johansen Bertoglio, 1982 Busca entender y explicar el comportamiento de las organizaciones sociales y concentra la teoría de la organización desde el punto de vista de la administración De ahí que la obra esté dirigida a los estudiosos de esa rama pues corresponde a ellos adaptar su investigación a la situación que les interesa

La libertad sindical Justino Jiménez de Aréchaga, 1980

Colección de documentos inéditos relativos al descubrimiento, conquista y organización de las antiguas posesiones españolas de ultramar, 1892

Compilación de las disposiciones sobre organización judicial expedidas en la república de Panamá desde el año de 1904 a 1914 Panamá, 1916

Unión Cívica, su origen, organización y tendencias, 1890

Documentos relativos a la organización constitucional de la República Argentina Universidad de Buenos Aires. Facultad de Filosofía y Letras. Sección de

Historia,1912 *La organización social y legal del trabajo en el Perú* Alberto Ulloa y Sotomayor,1916 **Documentos**
relativos á la organización constitucional de la República Argentina ... ,1911 **Juicio de límites entre el Perú y**
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pública de Chile Miguel Cruchaga,1929 *Proyecto de Ley sobre Organización de los Tribunales y su Jurisdicción*
Argentina. Laws, statutes, etc,1870 *Urquiza y Mitre, contribución al estudio histórico de la organización nacional* Julio
Victorica,1906 *Organización civil y política de las revoluciones cubanas de 1868 y 1895* Enrique Hernández Corujo,1929
Reglamento de organización y disciplina militar de la Guardia civil de esta ciudad Guatemala (Guatemala),1877
Bases y puntos de partida para la organización política de la República argentina Juan Bautista Alberdi,1915
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