
Kuesioner Kepuasan Pasien Rawat Inap

Dasar-Dasar Riset Keperawatan

Multidisciplinary and Multinational Perspectives

KONSEP PENGETAHUAN, SIKAP, PERILAKU,

PERSEPSI, STRES, KECEMASAN, NYERI,

DUKUNGAN SOSIAL, KEPATUHAN, MOTIVASI,

KEPUASAN, PANDEMI COVID-19, AKSES LAYANAN

KESEHATAN - LENGKAP DENGAN KONSEP TEORI,

CARA MENGUKUR VARIABEL, DAN CONTOH

KUESIONER

Emergency Triage

Designing for Humans

A Bible Study

Out-patients department

How to Earn It, How to Keep It

- (a Young Man Tries to Challenge the Virnal
Regime and Is Pursued by a Mysterious
Adventuress)

The New Competitive Edge

Medical Records Manual

MANAJEMEN DALAM BERORGANISASI

Essentials for Leadership and Practice

Improvement

Philosophies, Theories, Models, and Taxonomies

A Global Perspective

Pintar Akreditasi SNARS edisi 1.1 Pro 21.10

PENGHITUNGAN CUSTOMER SATISFACTION INDEX
(CSI) PASIEN RAWAT INAP BERDASARKAN TYPES

OF BRAND ASSOCIATION
Service Quality
Health Service Marketing Management in Africa
Role Stressor Kepuasan Kerja dan Kinerja
Pemimpin
Primary Health Care : Now More Than Ever
Metodologi Penelitian Kesehatan [Edisi Revisi]
Ten Lepers
Budaya Keselamatan Pasien dan Kepuasan Kerja
Management and Leadership for Nurse Managers
Strategi Pemulihan Pasien Gangguan Jiwa
(Skizofrenia) Berdasarkan Perspektif Ajaran
Agama Hindu di Rumah Sakit Jiwa Provinsi Bali
Customer Loyalty
Mutu layanan kesehatan perpektif internasional
Assessing and Measuring Caring in Nursing and
Health Science
Problem Solving for Better Health
Buku Ajar Manajemen Keselamatan Pasien
Komunikasi Terapeutik
Branded Customer Service
Second Edition
From Borneo to Bloomberg
Measuring and Managing Patient Satisfaction
The Plain Girl's Earrings
Implementing Total Quality
A Guide for Developing Countries

Kuesi oner
Kepuasan
Pasi en Rawat
Inap

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from
usabuttonpoll.com
by guest

ALIJAH BURGESS

Dasar-Dasar Riset
Keperawatan Simon

and Schuster
Penelitian menjadi salah satu kunci keberhasilan sebuah bangsa sehingga penelitian adalah tuntutan bagi peneliti, baik mahasiswa, dosen, maupun profesi lainnya. Sebelum proposal penelitian disusun, peneliti wajib memahami tentang topik yang akan diteliti atau masalah yang diangkat dalam penelitian. Pemahaman tersebut sangat penting sebagai dasar dalam mengembangkan proposal penelitian sehingga pelaksanaan penelitian dapat berjalan dengan baik. Sering kali peneliti, terutama mahasiswa kebingungan dalam mencari sumber teori maupun konsep tentang topik atau masalah yang diangkat

dalam penelitian. Selain itu, hal lain yang sering kali menyulitkan mahasiswa atau peneliti adalah cara mengukur variabel dan instrumen penelitian yang akan digunakan dalam penelitian. Oleh karena itu, penulis sangat mempertimbangkan semua hal tersebut dengan menyusun buku ini, yang dilengkapi dengan topik-topik yang banyak diangkat oleh mahasiswa atau peneliti dalam melakukan penelitian, baik bidang kesehatan maupun sosial. Harapannya, kehadiran buku ini dapat membantu mahasiswa maupun peneliti dalam menyusun proposal penelitian. Buku ini banyak mengulas tentang konsep, pengukuran variabel,

dan contoh-contoh kuesioner dari variabel penelitian yang terangkum dalam 13 bab, yaitu: Bab I Konsep Pengetahuan Bab II Konsep Sikap Bab II Konsep Perilaku Bab IV Konsep Persepsi Bab V Konsep Stres Bab VI Konsep Kecemasan Bab VII Konsep Nyeri Bab VIII Konsep Dukungan Sosial Bab IX Konsep Kepatuhan Bab X Konsep Motivasi Bab XI Konsep Kepuasan Bab XI Konsep Pandemi Covid-19 Bab XIII Konsep Akses Pelayanan Kesehatan *Multidisciplinary and Multinational Perspectives* Berrett-Koehler Publishers Addresses the planning and design of outpatient accommodation. The guidance is principally for use in connection

with departments that are attached to, or form part of, an acute hospital or treatment centre, although the advice will be equally relevant to facilities provided elsewhere. This guidance is primarily intended for project and design teams, estates directors and their staff and PFI consortia. It contains guidance on the planning and design of an OPD providing accommodation suitable for a variety of clinical uses.

KONSEP PENGETAHUAN, SIKAP, PERILAKU, PERSEPSI, STRES, KECEMASAN, NYERI, DUKUNGAN SOSIAL, KEPATUHAN, MOTIVASI, KEPUASAN, PANDEMI COVID-19, AKSES LAYANAN KESEHATAN - LENGKAP DENGAN KONSEP

*TEORI, CARA
MENGUKUR VARIABEL,
DAN CONTOH*

KUESIONER Penerbit
Salemba

Jaminan Mutu Layanan
KesehatanEGCBuku
Ajar Manajemen
Keselamatan
PasienDeepublish

Emergency Triage
Pan

This handbook provides the reader with the tools and techniques for designing and administering patient satisfaction surveys that will provide practical and useful information to the institution. Directed to marketing, planning, and quality assurance professionals, the text describes how patient satisfaction fits into the overall management and research strategies of the health care provider. The book

presents step-by-step strategies for the design and implementation of telephone and mail questionnaires that will provide the appropriate information.

Designing for Humans
Springer Publishing
Company

"As in the first edition, the author has done a magnificent job compiling these instruments and providing important information that the reader can use to evaluate their usefulness." --Ora Lea Strickland, RN, PhD, FAAN (From the Foreword) This book provides all the essential research tools for assessing and measuring caring for those in the caring professions. Watson's text is the only

comprehensive and accessible collection of instruments for care measurement in clinical and educational nursing research. The measurements address quality of care, patient, client, and nurse perceptions of caring, and caring behaviors, abilities, and efficacy. Newly updated, this edition also contains three new chapters, which document the most effective caring language and provide innovative methods of selecting appropriate tools for measurement based on validity and reliability. Key features of new edition: A chapter providing a comprehensive literature review of the research and measurement of caring A chapter entitled "Caring Factor Survey," which presents a new

scale based on Watson's original theory of human caring Chapters outlining instruments for care measurement, including Holistic Caring Inventory, Peer Group Caring Interaction Scale, and many more New instruments focused on assessing caring at the administrative-relational caring level An updated section dedicated to challenges and future directions of the measurement of caring A Bible Study Deepublish Nature aside, the world in which we live should be designed for us, from everyday products like scissors and chairs to complex systems in avionics, medicine and nuclear power applications. Now more than ever,

technological advances continue to increase the range and complexity of tasks that people have to perform. As a discipline, human factors psychology (ergonomics) therefore has an increasingly important role to play in ensuring that the human user's physical characteristics, cognitive abilities and social needs are taken into account in the development, implementation and operation of products and systems. In this book, Jan Noyes provides a comprehensive and up-to-date overview of human-machine interaction and the design of environments at work. Focusing on topics relevant to user-centred design, she includes coverage of

the capabilities and limitations of humans, human-machine interactions, work environments, and organizational issues. Health and safety issues underpin a large amount of work on the human factors of design, and these are addressed fully throughout the book. Each chapter includes case studies that demonstrate the real-world relevance of the points being made and concludes with a list of key points. Although aimed primarily at advanced undergraduates, postgraduates and researchers in organizational and occupational psychology, this book will also be of relevance to students on engineering, computing and applied

psychology/human factors programmes. *Out-patients department* Springer Publishing Company Studies show that customer satisfaction does not equate with continued sales--it is the "loyal" customer who resists the competitor's tempting offers. This pragmatic guide outlines a savvy, seven-step process for turning prospects into customers and customers into loyal advocates.

Jones & Bartlett Learning

Yang Baru di Versi update 21.10 (Oktober 2021) □

EDUKASI

SURVEIOR

BERKESINAMBUNGAN

WEBINAR KARS

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Keuntungan memiliki

eBook ini; - Berisi

Semua BAB - Bisa

dijalankan di PC dan Smartphone dengan Browser, Software/ Aplikasi - Dilengkapi Acuan, Indikator, Rumus, Contoh, Form dll Perubahan & Tambahan Akreditasi Rumah Sakit Masa COVID-19: • POLA SEMI-A => SEMILA • TELEMEDICINE Daftarkan e-mail anda ke:

nafanakhun@gmail.com jika berminat untuk mendapatkan versi PDF INTERAKTIF dan INTERKONEKSI Contoh Penggunaan ada di <https://www.youtube.com/watch?v=v7ZFR7vVUrK>

DAFTAR ISI RINGKASAN SNARS Ed 1.1; ASUHAN PASIEN TERINTEGRASI I. (SKP) SASARAN

KESELAMATAN PASIEN SASARAN 1 :

MENGIDENTIFIKASI PASIEN DENGAN BENAR Standar SKP 1

Ketepatan Identifikasi Pasien BERBAGAI KEADAAN YANG DAPAT MEMBUAT IDENTIFIKASI TIDAK BENAR SASARAN 2 : MENINGKATKAN KOMUNIKASI YANG EFEKTIF Standar SKP 2 meningkatkan efektivitas komunikasi SOP untuk MENINGKATKAN KOMUNIKASI YANG EFEKTIF standar SKP 2.1 Pelaporan hasil pemeriksaan diagnostic kritis Contoh Dokumen Pemeriksaan Nilai Kritis Standar SKP 2.2 komunikasi "Serah Terima" (hand over) SERAH TERIMA PERANGKAT SERAH TERIMA SASARAN 3 : MENINGKATNYA KEAMANAN OBAT YANG PERLU DIWASPADAI (HIGH ALERT EDICATIONS) Standar SKP 3 HIGH ALERT MEDICATIONS OBAT HIGH ALERT

OBAT LASA KAPAN ED OBAT MULTIDOSE VIAL YANG SUDAH DIBUKA ? Standar SKP 3.1 elektrolit konsentrat SASARAN 4 : TERLAKSANANYA PROSES TEPAT-LOKASI, TEPAT-PROSEDUR, TEPAT PASIEN YANG MENJALANI TINDAKAN DAN PROSEDUR Standar SKP 4 Tepat-Lokasi, Tepat-Prosedur dan Tepat-Pasien. standar SKP 4.1 Ceklis Bedah - surgical safety check list 3 (tiga) Elemen penting dalam SPO dan seterusnya.. How to Earn It, How to Keep It Humana Press Creating a pathway through life that runs from the jungles of his birthplace to commanding a company with a multi-billion dollar project pipeline at the forefront of the property industry, Iwan

Sunito personifies the value of optimism, humility, faith and hard work. Iwan firmly believes the ability to succeed, sometimes against all odds, is within us all. Based on his experiences and drawing inspiration from the efforts of others, this book offers astute advice and inspired quotes to make a positive impact on everyone's life. Follow Iwan's journey through these 13 easy to read chapters and discover the inspiration to unlock the potential within you. "Iwan... the king of property in Sydney." -- President of Indonesia Susilo Bambang Yudhoyono at the 2nd Congress of Indonesian Diaspora 2013 (translated) "A new apartment Tzar..." -- Financial Review Sunday, Nine Network

Australia, 2014 "Crown is on the tipping point of becoming one of Australia's largest private developers." -- Financial Review Sunday, Nine Network Australia, 2014 - ([a Young Man Tries to Challenge the Vernal Regime and Is Pursued by a Mysterious Adventuress](#)) Springer Publishing Company In Effective Innovation, John Adair looks at both creativity and innovation, generating new ideas and bringing them to market. His seven habits of successful thinkers provides a compelling framework for developing your own productive thinking skills.

The New Competitive Edge
Springer
Health Service
Marketing

Management in Africa (978-0-429-40085-8, K402492) Shelving Guide: Business & Management / Marketing Management The application of marketing to healthcare is a fascinating field that will likely have more impact on society than any other field of marketing. It's been theorized that an intrinsically unstable environment characterizes this very relevant emerging field, hence raising new questions. Changing regulations, discoveries, and new health treatments continuously appear and give rise to such questions. Advancements in technology not only improve healthcare delivery systems but

also provide avenues for customers to seek information regarding their health conditions and influence their participatory behaviors or changing roles in the service delivery. Increasingly, there is a shift from a doctor-led approach to a more patient-centered approach. In Africa, the importance of marketing-driven practices in improving the delivery of healthcare services cannot be overemphasized. The issue of healthcare delivery and management is significant for policymakers, private sector players, and consumers of health-related services in developing economy contexts. Scholars have strongly argued in favor of marketing

and value creation in healthcare service delivery in Africa. Each country in Africa has its own issues. For example, long waiting times, unavailable medications, and unfriendly staff are just a sampling of issues affecting the acceptability of healthcare services. These examples highlight the need to utilize marketing and value creation tools in the delivery of healthcare services. Furthermore, there is a need for the integration of service marketing and management principles to enhance the delivery of quality healthcare across Africa and other developing economies which is the critical focus of this book. This book responds to calls

for quality healthcare service management practices or processes from developing economy perspectives. Focusing primarily on African and other developing economy contexts, this book covers seven thematic areas: strategy in healthcare; marketing imperatives in healthcare management; product and pricing management in healthcare; distribution and marketing communications in healthcare; managing people in healthcare; physical evidence and service quality management in healthcare; and process management in healthcare.

Medical Records

Manual Ahlimedia

Book

Kata penelitian atau

riset merupakan terjemahan dari bahasa Inggris “research” yang berarti mencari kembali. Riset merupakan suatu proses yang panjang, bertujuan untuk memecahkan permasalahan. Karena itu riset dilakukan kalau ada masalah yang akan dipecahkan (problem to be solved). Masalah adalah kesenjangan antara harapan dengan kenyataan, atau apa yang kita inginkan dikurangi dengan apa yang kita miliki. Masalah juga berarti keingintahuan tentang sesuatu akan tetapi ternyata belum tahu. Hakekatnya jika peneliti sudah bisa menemukan masalah dan memecahkan masalah maka seperuh penelitian itu selesai

MANAJEMEN DALAM

BERORGANISASI

Penerbit Andi
The Manchester Triage System (MTS) is the most widely used triage system in the UK, Europe and Australia, with tens of millions of patients being processed through hospital emergency departments. Emergency Triage is the core text for the MTS which utilises a risk averse system of prioritisation for patients in all unscheduled care settings, and as such it is an essential text for all emergency department staff using the MTS, in particular triage nurses themselves. The second edition has been revised throughout and takes in the changes in practice introduced

into MTS since the book was first published. These include: Redesigned and expanded flow charts Additional charts for allergy and palpitations New practices - such as the possibility of revascularisation for patients with stroke New discriminators, for example acute neurological deficit and significant respiratory history Redefinition of existing discriminators Also new to this edition is the incorporation of sections on the use of the risk averse system in telephone triage, in settings where 'streaming' takes place and as an early warning score for patients in all unscheduled care settings. The tone of this edition reflects the more up to date,

modified approach to triage while retaining the principles of clinical prioritisation, which in the authors' words "remains a central plank of clinical risk management in emergency care". Emergency Triage is an essential handbook for all clinicians involved in unscheduled care settings such as emergency care, walk in centres, minor injury units, primary care out of hours services. Essentials for Leadership and Practice Improvement John Wiley & Sons How far would you go to resist a brutal regime? Young Starsin sees a friend murdered by a High Master of the Virnal dictatorship. He makes a first act of resistance, only to fear the consequences as he comes under the

Virnals' suspicious eye. Meanwhile, a mysterious adventuress is tracking him for her own ends. How long can he survive? The ruthless Virnal Order rules over the Empire of Satine by fear, guile and an iron hand. Lethal poisons from a past cataclysm are leaking from the ground, causing sickness and death. Unseen insurgency seeks to overturn the established order. Starsin only ever wanted a simple life, pursuing his own selfish interests, maintaining a mistress and adding to his meager army pay by trading in ancient artifacts. But soon he is marked down as a trouble-maker and potential rebel. Implicated in sedition, and with both the

Virnals and a mysterious adventuress named Lannaira Hajan taking an unhealthy interest in him, Starsin's mundane life is turned upside down. His own ambiguous past threatens an explosive revelation. Take a journey across a troubled land with Starsin, as he battles the Virnals, uncovers shocking secrets and finds that he is not the man he thought he was. Will he survive his quest?

Philosophies, Theories, Models, and Taxonomies Gramedia Pustaka Utama

Problem Solving for Better Health covers human potential and possibilities for change in a global environment where health issues have now reached crisis

proportions. Through the Dreyfus Health Foundation's Problem Solving for Better HealthÆ and related programs, this book presents innovative methodologies that promote grass-roots solutions to pressing health issues. A progress report and call to further action, the book speaks to such issues in 27 countries, including the United States. With contributions from Dreyfus Health Foundation international program leaders and esteemed health care practitioners and educators, Problem Solving for Better Health presents practical interventions through community and institutional initiatives to improve health and quality of

life. The tools presented are currently integrated into nursing and medical curricula internationally, including 75 medical institutions in India and 20 in China. This book is an essential resource for doctors, nurses, public health care providers, and individuals working at the community, institutional, and policy levels. Co-publication with the Dreyfus Health Foundation, this book: Offers new approaches to health challenges at the local level for teachers and students in nursing, public health, medicine, and health policy programs Provides useful problem-solving tools now in use in various settings internationally Gives examples of interventions that have

influenced policy in and across institutions and at the national level Incorporates perspectives from international health leaders

A Global Perspective
Ambassador

International

This book focuses on the effect of leadership on organizational outcomes and summarizes the current research findings in the field. It addresses the need for inclusive and interpretive studies in the field in order to interpret leadership literature and suggest new pathways for further studies.

Appropriately, a meta-analysis approach is used by the contributors to show the big picture to the researchers by analyzing and

combining the findings from different independent studies. In particular, the editors compile various studies examining the relationship between the leadership and thirteen organizational outcomes separately. The philosophy behind this book is to direct future research and practices rather than addressing the limits of current studies.

Pintar Akreditasi

SNARS edisi 1.1 Pro
21.10 Nilacakra

The first book on emotional intelligence (EI) written for nurses, this comprehensive resource delivers both the theoretical knowledge and practical skills to improve patient outcomes. Authored by one of the foremost experts in EI and nursing, the text

discusses the foundations of EI and shows how EI skills can and should be applied to any practice setting in nursing. Using core concepts of EI and evidence-based research, this publication discusses the implications of EI on key nursing challenges such as burnout, patient safety, staff retention, conflict management, ethical decision-making, quality and safety, and wellness. Emotional Intelligence in Nursing addresses the application of EI skills in various arenas of clinical practice and in advanced practice nursing roles. Each chapter contains one or two case studies featuring a nurse or care team at a crossroads event. Sometimes the

clinicians in the case studies use EI skills; sometimes they do not. The case study is then analyzed through the lens of the four basic EI abilities, highlighting key practical takeaways for the reader to absorb and incorporate into their own practice to provide better care for themselves, their care team, and their patients. Key Features: Demonstrates how the implementation of EI results in superior patient outcomes Provides a foundation in EI concepts and demonstrates its application in a variety of nursing practice settings Discusses implications of EI for teaching, burnout/thriving, staff retention, conflict management, and ethical considerations

Presents real-life scenarios through case studies Address the needs of all nurses, from students to educators, from new nurses to nurse executives

*PENGHITUNGAN
CUSTOMER
SATISFACTION INDEX
(CSI) PASIEN RAWAT
INAP BERDASARKAN
TYPES OF BRAND
ASSOCIATION EGC*

Telah banyak studi yang memfokuskan penelitian mengenai organisasi dan kinerja pemimpinnya. Namun, semakin banyak studi dilakukan semakin memperkaya penemuan-penemuan baru. Hal ini sekaligus menegaskan bahwa, studi empiris yang bersentuhan secara langsung dengan obyek penelitian dengan rumusan hipotesis dan ragam

teori yang digunakan memungkinkan sebuah kesimpulan tak bisa bertahan lama. Di situlah kebutuhan research ilmiah dalam pengembangan akademik demi memper- kaya analisis yang terus-menerus diperlukan. Kebutuhan ini tak hanya berkaitan dengan kebutuhan teoretis atau upaya mempertahankan sebuah hipotesis. Namun, pada ranah yang praksis, dapat memberikan kontribusi mengenai hal-hal apa saja yang perlu dan tak perlu dikembangkan dalam tubuh sebuah organisasi atau manajemen dan sistem kerja yang seharusnya diterapkan oleh seorang pemimpin perusahaan atau institusi tertentu. Dengan beralas pada teknik analysis Path

Analysis dalam STRUCTURAL EQUATION MODEL (SEM). Dr. Joko Utomo, MM. Berhasil menunjukkan lingkungan heterogen dan kesesuaian organisasi signifikan terhadap role AMBIGUITY. Begitu pula norma sosial, egoisme etika dan kepanikan kerja berpengaruh signifikan terhadap role conflict. Kesimpulan yang sama, kepuasan kerja berpengaruh signifikan terhadap kinerja pimpinan. Sementara role AMBIGUITY dan role conflict tidak berpengaruh signifikan terhadap kinerja peminanan. Hasil anailisis buu ini akhirnya menampilkan teman baru yang sebelumnya tak ditemukan oleh peneliti lain. Joko Utomo

menyimpulkan bahwa untuk meningkatkan kinerja kepala Puskesmas di Povinsi Jawa Tengah diperlukan adanya kepuasan kerja yang tinggi role AMBIGUITY dan role conflict yang rendah melalui pengadilan dan peguasaan lingkungan heterogen, penurunan egoisme etika kerja dan kesesuaian organisasi yang baik. Service Quality Lexington Books Keselamatan pasien merupakan salah satu indikator yang menggambarkan pelayanan kesehatan yang berkualitas. Dalam konteks sistem pelayanan kesehatan, keselamatan pasien mencakup upaya mencegah terjadinya kesalahan, belajar dari kesalahan yang terjadi dan membangun

budaya keselamatan yang melibatkan seluruh komponen rumah sakit dan pasien. Oleh karena itu upaya membangun budaya keselamatan pasien juga merupakan bagian dari upaya membangun budaya organisasi. Selain itu, beberapa penelitian terdahulu membuktikan bahwa terdapat hubungan antara kepuasan kerja dengan persepsi budaya keselamatan pasien di rumah sakit. Hal inilah yang menarik penulis untuk melakukan penelitian terkait kepuasan kerja dan budaya keselamatan pasien, yang kemudian menyusunnya ke dalam sebuah buku.

**Health Service
Marketing
Management in
Africa** Springer

Publishing Company Excellence in customer service is the hallmark of success in service industries and among manufacturers of products that require reliable service. But what exactly is excellent service? It is the ability to deliver what you promise, say the authors, but first you must determine what you can promise. Building on seven years of research on service quality, they construct a model that, by balancing a customer's perceptions of the value of a particular service with the customer's need for that service, provides brilliant theoretical insight into customer expectations and service delivery. For example, Florida Power & Light has developed a

sophisticated, computer-based lightening tracking system to anticipate where weather-related service interruptions might occur and strategically position crews at these locations to quicken recovery response time. Offering a service that customers expect to be available at all times and that they will miss only when the lights go out, FPL focuses its energies on matching customer perceptions with potential need. Deluxe Corporation, America's highly successful check printer, regularly exceeds its customers' expectations by shipping nearly 95% of all orders by the day after the orders were received. Deluxe even put U.S. Postal Service stations inside its

plants to speed up delivery time. Customer expectations change over time. To anticipate these changes, Metropolitan Life Insurance Company regularly monitors the expectations and perceptions of their customers, using focus group interviews and the authors' 22-item generic SERVQUAL questionnaire, which is customized by adding questions covering specific aspects of service they wish to track. The authors' groundbreaking model, which tracks the five attributes of quality service -- reliability, empathy, assurance, responsiveness, and tangibles -- goes right to the heart of the tendency to overpromise. By comparing customer

perceptions with expectations, the model provides marketing managers with a two-part measure of perceived

quality that, for the first time, enables them to segment a market into groups with different service expectations.

Best Sellers - Books :

- [House Of Flame And Shadow \(crescent City, 3\)](#)
- [Mad Honey: A Novel](#)
- [Reminders Of Him: A Novel By Colleen Hoover](#)
- [8 Rules Of Love: How To Find It, Keep It, And Let It Go By Jay Shetty](#)
- [Fast Like A Girl: A Woman's Guide To Using The Healing Power Of Fasting To Burn Fat, Boost Energy, And Balance Hormones](#)
- [Heart Bones: A Novel](#)
- [Lessons In Chemistry: A Novel](#)
- [The 5 Love Languages: The Secret To Love That Lasts](#)
- [Blowback: A Warning To Save Democracy From The Next Trump](#)
- [Iron Flame \(the Empyrean, 2\)](#)