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Leonard L. Berry, PhD, MBA The author of this commentary discusses service guarantees and how they could be used in the field of health care to strengthen an organization's culture of service excellence and elevate individual and team accountability to perform the service well and create trust-based relationships with patients.

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Daniel Pearl (October 10, 1963 – February 1, 2002) was a journalist for The Wall Street Journal with American and Israeli citizenship. He was kidnapped and later beheaded by terrorists in Pakistan.. Pearl was working as the South Asia Bureau Chief of The Wall Street Journal, based in Mumbai, India.He was kidnapped when he had gone to Pakistan as part of an investigation into the alleged ...

Daniel Pearl - Wikipedia

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