

Health Services Management A Book Of Cases

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 Introduction to Health Care Management
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 Medical Management: A Practical Guide

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Project Management for Healthcare IGI Global

As a growing number of healthcare organizations implement project management principles to improve cost and service efficiencies, they are in desperate need of resources that illustrate the project management needs of today's healthcare professional. Project Management for Healthcare fills this need. Using easy-to-follow language, it expl

Introduction to Health Services Management Jones & Bartlett Publishers

Essentials of Applied Quantitative Methods for Health Services Management shows students how to use statistics in all aspects of health care administration. Offering careful, step-by-step instructions for calculations using Microsoft Excel, this hands-on resource begins with basic foundational competencies in statistics, and then walks the reader through forecasting, designing and analyzing systems, and project analysis. The text stresses the application of concepts, models, and techniques and provides problems involving all of the methods. It is intended to build a student management and planning tools repertoire. Ideal for junior and seniors in baccalaureate level health administration programs as well as first year graduate students in non-MBA health administration programs, this book requires limited previous knowledge of statistics; its mathematical dimension is equal to basic high school algebra.

A Case Study Approach CRC Press

The must-have statistics guide for students of health services Statistics for Health Care Management and Administration is a unique and invaluable resource for students of health care administration and public health. The book introduces students to statistics within the context of health care, focusing on the major data and analysis techniques used in the field. All hands-on instruction makes use of Excel, the most common spreadsheet software that is ubiquitous in the workplace. This new third edition has been completely retooled, with new content on proportions, ANOVA, linear regression, chi-squares, and more. Step-by-step instructions in the latest version of Excel and numerous annotated screen shots make examples easy to follow and understand. Familiarity with statistical methods is essential for health services professionals and researchers, who must understand how to acquire, handle, and analyze data. This book not only helps students develop the necessary data analysis skills, but it also boosts familiarity with important software that employers will be looking for. Learn the basics of statistics in the context of Excel Understand how to acquire data and display it for analysis Master various tests including probability, regression, and more Turn test results into usable information with proper analysis Statistics for Health Care Management and Administration gets students off to a great start by introducing statistics in the workplace context from the very beginning.

Big Data Analytics for Intelligent Healthcare Management SAGE

First published in 1999, this eclectic collection of papers examines quality management in health care from a variety of standpoints. Managers, health care professionals and patients all have valid - but often differing - perspectives on the nature of quality, its creation and maintenance. This book

explores these perspectives, beginning by asking such fundamental questions as 'Is health care a business?', 'How should health services be designed?' and 'What is quality of care?'. Subsequent chapters then address the practicalities of measuring and improving health care quality. The chequered history of clinical audit is exposed in the UK (essentially the Plan-Do-Check-Act cycle familiar to quality improvement specialists), and lessons are drawn for managerial action needed to increase the impact of such activities. These lessons have wider relevance to all involved in promoting the principles of continuous quality improvement (CQI). In addition, exploration of the growing role of performance indicators raises important issues about their meaningfulness and instrumentality in effecting real change. Improving clinical quality is now at the top of the agenda for many health systems. This book reviews the challenges faced and the tools available to meet them. It should prove valuable to a wide range of health care stakeholders interested in broadening their understanding of this rapidly developing field.

Career Opportunities in Health Care Management Jones & Bartlett Learning

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Applied Problem-Solving in Healthcare Management is a practical textbook devoted to developing and strengthening problem-solving and decision-making leadership competencies of healthcare administration students and healthcare management professionals. Built upon the University of Minnesota Master of Healthcare Administration Program's Problem-Solving Method, the text describes the "never assume" mindset and the structured method that drive evidence-based, action-oriented problem-solving. The "never assume" mindset requires healthcare leaders to understand themselves and their stakeholders, and to engage in waves of divergent and convergent thinking. This structured method guides the problem solver through the phases of defining, studying, and acting on complex interrelated organizational problems that involve multiple root causes. The book also describes how the Problem-Solving Method is complementary to quality improvement methods and can be used in healthcare organizations along with Lean, Design Thinking, and Human Centered Design. Providing step-by-step instruction including useful tips, tools, activities, and case studies, this effective resource demonstrates the utility of the method for all types of health organization settings including health systems, hospitals, clinics, population health, and long-term care. For students taking health management, capstone, and experiential learning courses, including internship and residency projects, this book allows them to test and apply their problem-solving and decision-making skills to real-world situations. Beyond the classroom, it is an indispensable resource for organizations seeking to enhance the problem-solving skills of their workforce. The authors of the text have nearly 75 years of combined experience in healthcare management, leadership, and professional consulting, and teaching and advising healthcare administration students in classrooms, on student capstone, internship and residency projects, and case competitions. Synthesizing their expertise, this text serves as a guide for those who wish to strengthen their problem-solving abilities to systematically identify, analyze, study, and solve pressing organizational challenges in healthcare settings. Key Features: Describes a mindset and a structured problem-solving method that builds leadership competencies Encourages a step-by-step problem-solving approach to define, study, and act on problems to drive action-oriented solutions Supports experiential learning and coaching for students and professionals early in their careers, applicable especially to healthcare management, capstone, and student consulting courses, internship and residency projects, case competitions, and professional development in organizations Compares the Problem-Solving Method to other complementary methods used in many healthcare organizations, including Lean, Design Thinking, and Human Centered Design

Introduction to Health Care Management Beard Books

Book & CD. This completely updated, revised and value-added edition provides healthcare professionals with the information necessary to lead with commitment. In line with the key attributes healthcare leaders need, the reader is guided through crucially important issues such as vision, strategic thinking, confidence, negotiation and knowledge management. Original South African research has been included as well as the application of the theory for postgraduate readers in studying for a masters certificate or tutored masters degree according to the new guidelines of the SAQA qualifications. In all new SA curricula and programmes the research component has been prioritized therefore this book ends with a chapter on research proposals. Outcomes-based and problem-based approach; CD with PowerPoint slides and activities; New chapters includes Coaching, Staff development and Performance Appraisal; Research component; Broad application and relevance reflected in multi-disciplined author team.

Introduction to Health Care Management John Wiley & Sons

Healthcare management is a burning issue at the moment and this timely and topical book explores the ethical issues that arise in the context of healthcare management. Among the topics discussed are healthcare rationing, including an exposition and defence of the Qaly criterion of healthcare rationing and an examination of the contribution that ethical theory can make to the rationing debate, an analysis of how managers can be preoccupied with the goals of management and the values of doctors simultaneously, an outline of potential guidelines towards formulating a cohesion of healthcare management and ethical management and a reassessment of the role of healthcare professionals. Ethics and Values in Healthcare Management provides a valuable and much needed analysis of the ethical problems associated with healthcare management and offers some solutions towards ameliorating healthcare organisations.

An Australasian Perspective CRC Press

This collection of case studies is designed for use in both undergraduate and graduate courses in health care administration. With contributions from a range of experts including present and former CEOs, consultants, public health officials, systems executives, departmental managers, architects, planners and entrepreneurs, this robust classroom resource brings together practical, real world examples of issues and topics that are critical to understanding the complex field of health care management.

Essentials of Applied Quantitative Methods for Health Services Radcliffe Publishing

This medical management guide details the functions of the first-level nurse manager in charge of a nursing unit in a hospital, community health-care clinic, or any other health-care facility. Essays from 11 health-care professionals offer comprehensive information on the environmental factors affecting the health services, philosophical principles of health-care delivery, and organization of services on both the macro- and micro-level. General control, quality control, supervision, financial management, and policy formation are covered.

Managing Quality Jones & Bartlett Learning

This essential guide provides a lifeline to authoritative, reliable information on medical management, giving you all the skills you need whether managing a junior colleague as a lead doctor, or running multidisciplinary consortia in the NHS or private sectors. Learn key skills from leadership, managing change, quality control, and project management through to doctors in difficulty, appraisals and revalidation, managing exceptional performance, and poor performance Comprehensive coverage of NHS and private healthcare, primary care, acute and emergency care, mental health, and many other sectors Gain insight into important topics such as healthcare innovations and technologies, implementing evidence-based medicine, medical education, patient safety, and primary care consortia Refine your management skills with advice, wisdom, and practical help from key opinion leaders, medical professionals, and management experts In this world of change, reforms and new government initiatives, can you afford not to build on your existing skills? Whether you are new to medical management or an experienced director wishing to stay up to date and refine your expertise, this book will be an invaluable source of advice to help you manage the delivery of high-quality care.

Lean Daily Management for Healthcare Field Book CRC Press

The seventh edition of Introduction to Health Services builds upon its reputation as a classic book written by nationally recognized authors. This new edition addresses the increasing pressure to improve the efficiency of the nation's health care system and to provide an adequate level of health care for all Americans. The seventh edition reflects the revolutionary changes in the practice of clinical medicine, government policy, information technology, and health care cost containment. In-depth information in the areas of health care finance, health care access, managed care, and insurance and home health is also provided. Research and statistics throughout make this book the premier reference for understanding all the services that compose the health care landscape. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Managing Health Services Organizations and Systems Academic Press

This book gives healthcare leaders a practical guide to implementing the 4 key components of lean daily management system - 1. LDM boards; 2. Leadership rounds 3. Leader daily disciplines and 4. Lean projects. Although lean is not new to healthcare, effective LDM is just now taking hold with the best lean healthcare organizations in the U.S. and Canada. Leaders are realizing that sustaining their lean projects over time has proven to be a challenge without first addressing the organizations management system/model. LDM gives leaders a straightforward approach to do just that as well as improve their ability to spread and deploy lean to other areas of the organization and tie back to strategy.

Handbook of Research on Healthcare Administration and Management CRC Press

Healthcare service systems are of profound importance in promoting the public health and wellness of people. This book introduces a data-driven complex systems modeling approach (D2CSM) to systematically understand and improve the essence of healthcare service systems. In particular, this data-driven approach provides new perspectives on health service performance by unveiling the causes for service disparity, such as spatio-temporal variations in wait times across different hospitals. The approach integrates four methods -- Structural Equation Modeling (SEM)-based analysis; integrated projection; service management strategy design and evaluation; and behavior-based autonomy-oriented modeling -- to address respective challenges encountered in performing data analytics and modeling studies on healthcare services. The thrust and uniqueness of this approach lies in the following aspects: Ability to explore underlying complex relationships between observed or latent impact factors and service performance. Ability to predict the changes and demonstrate the corresponding dynamics of service utilization and service performance. Ability to strategically manage service resources with the adaptation of unpredictable patient arrivals. Ability to figure out the working mechanisms that account for certain spatio-temporal patterns of service utilization and performance. To show the practical effectiveness of the proposed systematic approach, this book provides a series of pilot studies within the context of cardiac care in Ontario, Canada. The exemplified studies have unveiled some novel findings, e.g., (1) service accessibility and education may relieve the pressure of population size on service utilization; (2) functionally coupled units may have a certain cross-unit wait-time relationship potentially because of a delay cascade phenomena; (3) strategically allocating time blocks in operating rooms (ORs) based on a feedback mechanism may benefit OR utilization; (4) patients' and hospitals' autonomous behavior, and their interactions via wait times may bear the responsible for the emergence of spatio-temporal patterns observed in the real-world cardiac care system. Furthermore, this book presents an intelligent healthcare decision support (IHDS) system, an integrated architecture for implementing the data-driven complex systems modeling approach to developing, analyzing, investigating, supporting and advising healthcare related decisions. In summary, this book provides a data-driven systematic approach for addressing practical decision-support problems confronted in healthcare service management. This approach will provide policy makers, researchers, and practitioners with a practically useful way for examining service utilization and service performance in various "what-if" scenarios, inspiring the design of effectiveness resource-allocation strategies, and deepening the understanding of the nature of complex healthcare service systems.

Healthcare Operations Management Routledge

This comprehensive management manual brings together a holistic philosophy of health care, an overview of good business practices, and guidelines for compliance to national and international hospital accreditation standards. Chapters cover conceptual frameworks for health service delivery, strategic planning, good governance, financial management, human resource management, and continuous quality improvement. The philosophy of Ubuntu, the African notion that everyone in a community is responsible for the welfare of its members, is also discussed as a necessary consideration in all health care decisions.

Information Systems for Healthcare Management John Wiley & Sons

Do you want to be a part of a service that puts service users' needs first? Do you want to understand the complexity of workplaces that can seem to stand in the way of achieving this? Do you want to develop your decision-making skills to help you make realistic, relevant decisions that put the service user first? Do you want to develop a strategic perspective whilst still being able to attend to the detail of service delivery? If the answer to these questions is yes, read this book. To be actively involved in decisions - and to avoid becoming passive spectators to decisions imposed from outside - service delivery staff need strong decision-making skills and strategic awareness. Decision Making and Healthcare Management for Frontline Staff helps provide the thinking space needed by service providers to ensure that the service user's experience remains the core focus and purpose. It

leads readers through a series of reference points to help them reflect upon and understand their own clinical situation, the factors that shape decisions made within it, and how they can actively engage with that process. The book will be essential reading for frontline healthcare staff and managers in all specialties who wish to understand factors in health service delivery beyond their own immediate professional interests and engage actively with them to shape decisions. It also provides educators with a practical framework of six learning units around which healthcare management teaching and learning modules can be designed, and discussions and reflection can be held. This is not just another book. Russell Gurbutt has managed in this short book to look at health service management from a multitude of perspectives in an original and creative way. This is not a stuffy text book, but is written in a very personal style to the reader. I recommend this book to all health professionals, whether at the beginning of their career or those who need a fresh insight

Ethics in Health Services Management Cambridge University Press

This Handbook provides an authoritative overview of current issues and debates in the field of health care management. It contains over twenty chapters from well-known and eminent academic authors, who were carefully selected for their expertise and asked to provide a broad and critical overview of developments in their particular topic area. The development of an international perspective and body of knowledge is a key feature of the book. The Handbook secondly makes a case for bringing back a social science perspective into the study of the field of health care management. It therefore contains a number of contrasting and theoretically orientated chapters (e.g. on institutionalism; critical management studies). This social science based approach is a refreshing alternative to much existing work in this domain and offers a good way into current academic debates in this field. The Handbook thirdly explores a variety of important policy and organizational developments apparent within the current health care field (e.g. new organizational forms; growth of management consulting in health care organizations). It therefore explores and comments on major contemporary trends apparent in the practice field.

Techniques and Applications Jones & Bartlett Learning

Thoroughly revised and updated for Excel®, this second edition of *Quantitative Methods in Health Care Management* offers a comprehensive introduction to quantitative methods and techniques for the student or new administrator. Its broad range of practical methods and analysis spans operational, tactical, and strategic decisions. Users will find techniques for forecasting, decision-making, facility location, facility layout, reengineering, staffing, scheduling, productivity, resource allocation, supply chain and inventory management, quality control, project management, queuing models for capacity, and simulation. The book's step-by-step approach, use of Excel, and downloadable Excel templates make the text highly practical. Praise for the Second Edition "The second edition of Dr. Ozcan's textbook is comprehensive and well-written with useful illustrative examples that give students and health care professionals a perfect toolkit for quantitative decision making in health care on the road for the twenty-first century. The text helps to explain the complex health care management problems and offer support for decision makers in this field." —Marion Rauner, associate

professor, School of Business, Economics, and Statistics, University of Vienna. "Quantitative Methods in Health Care Administration, Second Edition covers a broad set of necessary and important topics. It is a valuable text that is easy to teach and learn from." —David Belson, professor, Department of Industrial Engineering, Viterbi School of Engineering, University of Southern California.

A Leadership Imperative Health Services Management A Case Study Approach Instructor Resources: Instructor's Manual Today's healthcare managers face increasingly complex challenges and often must make decisions quickly. When a difficult situation arises, managers can no longer simply "look it up" online or in the management literature. Properly "looking it up" involves knowing where and how to look, appropriately framing a research question, weighing valid evidence, and understanding what is required to make proposed solutions work. *Health Services Management: A Case Study Approach* offers a diverse collection of case studies to help readers learn and apply key concepts of management, with an emphasis on the use of evidence in management practice. The case study authors, many of whom are practitioners or academics who work closely with practitioners, present realistic management challenges across a variety of settings. They examine potential responses to those challenges by health services managers and other stakeholders, and they provide a platform for meaningful discussion of opportunities and constraints for management decision makers attempting to implement change. This edition includes 60 case studies--32 of which are brand new--arranged thematically into six sections: The Role of the Manager, Control, Organizational Design, Professional Integration, Adaptation, and Accountability. The new cases include the following: - Better Metrics for Financial Management - What Makes a Patient-Centered Medical Home? - Doing the Right Thing When the Financials Do Not Support Palliative Care - Hearing the Patient Voice: Working with Patient and Family Advisers to Improve the Patient Experience - Managed Care Cautionary Tale: A Case Study in Risk Adjustment and Patient Dumping Learning by example is one of the oldest forms of learning, and the case study approach offers a time-tested way for students and healthcare professionals to develop practical skills that are not easily acquired through lectures. *Health Services Management* has been used in classrooms since 1978, and this eleventh edition offers a fresh take on a classic text. *Introduction to Health Services Management*

Featuring a number of case studies and a theoretical framework, this textbook leads the reader across geographical boundaries and through the logical steps in health operations management. The authors explore its development as a tool for monitoring and controlling the use of valuable resources.

Springer

Health Services Management A Case Study Approach

Introduction to Health Services Management Jones & Bartlett Learning

Ideal for all students studying first-level health services management, this invaluable all-in-one resource describes the environmental factors that affect health services, policy, and planning; the organization of services at the macro and micro level; and other issues such as staff absenteeism and management.

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