

Superior Productivity In Healthcare Organizations Second Edition How To Get It How To Keep It

Effective healthcare delivery is a vital concern for citizens and communities across the globe. The numerous facets of this industry require constant re-evaluation and optimization of management techniques. The Handbook of Research on Healthcare Administration and Management is a pivotal reference source for the latest scholarly material on emerging strategies and methods for delivering optimal healthcare opportunities and solutions. Highlighting issues relating to decision making, process optimization, and technological applications, this book is ideally designed for policy makers, administrators, students, professionals, and researchers interested in achieving superior healthcare solutions. Includes bibliographical references and index.

This new volume looks at a selection of important issues resulting from the digitization of society, which has fundamentally transformed organizations. These new technological innovations are creating new opportunities as well as new challenges. This volume considers the emerging paradigm of digitization in economy and society, which covers a wide spectrum of digitization processes and consequences, accelerated by the current COVID-19 pandemic, the lockdown scenario, and the increase in digitization by individuals, businesses, and governments. The book explores digital social trends, digital marketing, and the service industry, as well as the societal consequences of technologies and solutions to those problems. The diverse topics include the societal impact of digitization on gender issues, virtual relationships, e-government, online privacy, the gig economy (using Uber as an example), work-life changes, online education, online media health public service advertisements, loneliness of the elderly, and more. This book is essential reading for students and faculty of social sciences, economics, and management technology to understand the broad dimensions of digitization in our everyday life and the theoretical and practical utilization and outcome of digitization.

The Future of Nursing explores how nurses' roles, responsibilities, and education should change significantly to meet the increased demand for care that will be created by health care reform and to advance improvements in America's increasingly complex health system. At more than 3 million in number, nurses make up the single largest segment of the health care work force. They also spend the greatest amount of time in delivering patient care as a profession. Nurses therefore have valuable insights and unique abilities to contribute as partners with other health care professionals in improving the quality and safety of care as envisioned in the Affordable Care Act (ACA) enacted this year. Nurses should be fully engaged with other health professionals and assume leadership roles in redesigning care in the United States. To ensure its members are well-prepared, the profession should institute residency training for nurses, increase the percentage of nurses who attain a bachelor's degree to 80 percent by 2020, and double the number who pursue doctorates. Furthermore, regulatory and institutional obstacles -- including limits on nurses' scope of practice -- should be removed so that the health system can reap the full benefit of nurses' training, skills, and knowledge in patient care. In this book, the Institute of Medicine makes recommendations for an action-oriented blueprint for the future of nursing.

Service Management

Leading Change, Advancing Health

OneBlood, LLC

A Blood and Tissue Management Solution Software

Service Profit Chain

Perspectives from Successful Healthcare Leaders

Management of a Strategic Resource

Some Issues Accompanied by Supplements.

Managing Your Scarcest Resources Business leaders know that the key to competitive success is smart management of scarce resources. That's why companies allocate their financial capital so carefully. But capital today is cheap and abundant, no longer a source of advantage. The truly scarce resources now are the time, the talent, and the energy of the people in your organization--resources that are too often squandered. There's plenty of advice about how to manage them, but most of it focuses on individual actions. What's really needed are organizational solutions that can unleash a company's full productive power and enable it to outpace competitors. Building off of the popular Harvard Business Review article "Your Scarcest Resource," Michael Mankins and Eric Garton, Bain & Company experts in organizational design and effectiveness, present new research into how you can liberate people's time, talent, and energy and unleash your organization's productive power. They identify the specific causes of organizational drag--the collection of institutional factors that slow things down, decrease output, and drain people's energy--and then offer a pragmatic framework for how managers can overcome it. With practical advice for using the framework and in-depth examples of how the best companies manage their people's time, talent, and energy with as much discipline as they do their financial capital, this book shows managers how to create a virtuous circle of high performance.

Increasing Management Relevance and Competitiveness contains the papers presented at the Global Conference on Business, Management and Entrepreneurship (the 2nd GC-BME 2017), Surabaya, Indonesia on the 9th of August, 2017. The book covers 7 topics: 1. Organizational Behavior, Leadership, and Human Resources Management 2. Innovation, Operations and Supply Chain Management 3. Marketing Management 4. Financial Management and Accounting 5. Strategic Management, Entrepreneurship, and Contemporary Issues 6. Green Business 7. Management and Economics Education.

While designing your hospital's or health system's financial health, take your organization off the critical list with Superior Productivity in Health Care Organizations: How to Get It, How to Keep It. Loaded with practical, enduring solutions, this book will help hospital and health system management reclaim lost productivity in a surprisingly short time and at low cost. Based on the author's direct experience with over 50 hospitals, the text takes you step by step through the process from analysis to implementation of productivity standards and beyond. Learn to: Identify and avoid the pitfalls that make most popular productivity strategies go awry Reduce expenses to match the organization's revenues Develop and implement realistic and understandable labor standards Relate productivity to strategic goals Resolve underlying management problems and implement core productivity concepts Determine the proper role for department managers in increasing productivity Determine the optimal time to use benchmarking Avoid falling back on stopgap measures (e.g., layoffs) Institute effective, customized monitoring systems and protocols Develop suitable incentives and consequences for performance Formulate new procedures to capture and build on what has been accomplished Invigorate the productivity of any organization with entrepreneurship and innovation Overcome entrenched politics that put off needed changes Dozens of incisive illustrations, tables, flowcharts, and case studies illuminate the text's core concepts of measurement, accountability, simplicity, and fairness. Get the only book that tackles head on the productivity and viability issues on the minds of hospital administrators, physicians, corporate health system staff, financial executives, practice management administrators, clinical and technical mgrs, business planning and financial analysts, marketing specialists, health care consultants, and undergraduate and graduate students in health administration.

Value Metrics and Capital Formation

Operational Excellence with Lean Six Sigma

How to Get It, how to Keep it

The Future of the Public's Health in the 21st Century

Building A Customer-Driven Health System

TRIMEST 11(2) 2020

Price Setting and Price Regulation in Health Care

Total quality management (TQM), reengineering, the workplace of the twenty-first century--the 1990s have brought a sense of urgency to organizations to change or face stagnation and decline, according to Enhancing Organizational Performance. Organizations are adopting popular management techniques, some scientific, some faddish, often without introducing them properly or adequately measuring the outcome. Enhancing Organizational Performance reviews the most popular current approaches to organizational change--total quality management, reengineering, and downsizing--in terms of how they affect organizations and people, how performance improvements can be measured, and what questions remain to be answered by researchers. The committee explores how theory, doctrine, accepted wisdom, and personal experience have all served as sources for organization design. Alternative organization structures such as teams, specialist networks, associations, and virtual organizations are examined. Enhancing Organizational Performance looks at the influence of the organization's norms, values, and beliefs--its culture--on people and their performance, identifying cultural "levers" available to organization leaders. And what is leadership? The committee sorts through a wealth of research to identify behaviors and skills related to leadership effectiveness. The volume examines techniques for developing these skills and suggests new competencies that will become required with globalization and other trends. Mergers, networks, alliances, coalitions--organizations are increasingly turning to new intra- and inter-organizational structures. Enhancing Organizational Performance discusses how organizations cooperate to maximize outcomes. The committee explores the changing missions of the U.S. Army as a case study that has relevance to any organization. Noting that a musical greeting card contains more computing power than existed in the entire world before 1950, the committee addresses the impact of new technologies on performance. With examples, insights, and practical criteria, Enhancing Organizational Performance clarifies the nature of organizations and the prospects for performance improvement. This book will be important to corporate leaders, executives, and managers; faculty and students in organizational performance and the social sciences; business journalists; researchers; and interested individuals.

New Leadership for Today's Health Care Professionals: Cases and Concepts, Second Edition explores various components of the health care system and how leaders should respond in these arenas. The Second Edition is a thorough revision that offers a comprehensive view of the leadership competencies necessary to be successful in today's healthcare industry. Each chapter is written by a leader in the healthcare industry under the guidance of the editors who have many years' experience in academia.

This book addresses the rising productivity gap between the global frontier and other firms, and identifies a number of structural impediments constraining business start-ups, knowledge diffusion and resource allocation (such as barriers to up-scaling and relatively high rates of skill mismatch).

"This book provides a valuable resource for promoting current academic discourse on innovation in knowledge-intensive organizations and contexts"--Provided by publisher.

The Virginia Mason Experience

Diagnosis-Related Groups In Europe: Moving Towards Transparency, Efficiency And Quality In Hospitals

Measuring the Quality of Health Care

Accountable Care Organizations

Journal of the Healthcare Financial Management Association

Theory, Behavior, and Development

Pomodoro Technique Illustrated

An accountable care organization (ACO) is a healthcare organization characterized by a payment and care delivery model that seeks to tie provider reimbursements to quality metrics and reductions in the total cost of care for an assigned group of patients. Accountable Care Organizations: Value Metrics and Capital Formation explores the historical background and evolution of the ACO model as the basis for the development of the value metrics and capital formation analyses that are foundational to assessing the current efficacy and capacity for change. The book examines the four pillars of value in the healthcare industry: regulatory, reimbursement, competition, and technology in addressing the value metrics of ACOs, including requirements for capital formation, financial feasibility, and economic returns. It focuses the discussion of non-monetary value on a review of aspects of population health within the context of such objectives as improved quality outcomes and access to care. Explains why ACOs might be the cost-containment and quality improvement answer the industry has been looking for Describes the circumstances and capital structures where ACOs represent a sound investment Includes a foreword by Peter A. Pavarini, Esq. The book examines the positive externalities of the ACO model, including results for third parties outside the basic construct of the ACO contracts shared savings payments. It also discusses the potential role and opportunities for consultants in assisting their provider clients in the consideration, development, implementation, and operation of an ACO.

This thoroughly revised and updated second edition of Operations Management in Healthcare: Strategy and Practice describes how healthcare organizations can cultivate a competitive lead by developing superior operations using a strategic perspective. In clearly demonstrating the "how-tos" of effectively managing a healthcare organization, this new edition also addresses the "why" of providing quality and value-based care. Comprehensive and practice-oriented, chapters illustrate how to excel in the four competitive priorities - quality, cost, delivery, and flexibility - in order to build a cumulative model of healthcare operations in which all concepts and tools fit together. This textbook encourages a hands-on approach and integrates mind maps to connect concepts, icons for quick reference, dashboards for measurement and tracking of progress, and newly updated end-of-chapter problems and assignments to reinforce creative and critical thinking. Written with the diverse learning needs in mind for programs in health administration, public health, business administration, public administration, and nursing, the textbook equips students with essential high-level problem-solving and process improvement skills. The book reveals concepts and tools through a series of short vignettes of a fictitious healthcare organization as it embarks on its journey to becoming a highly reliable organization. This second edition also includes a strong emphasis on the patient's perspective as well as expanded and added coverage of Lean Six Sigma, value-based payment models, vertical integration, mergers and acquisitions, artificial intelligence, population health, and more to reflect evolving innovations in the healthcare environment across the United States. Complete with a full and updated suite of Instructor Resources, including Instructor's Manual, PowerPoint, and test bank in addition to data sets, tutorial videos, and Excel templates for students. Key Features: Demonstrates the "how-tos" of effectively managing a healthcare organization Sharpens problem-solving and process improvement skills through use of an extensive toolkit developed throughout the text Prepares students for Lean Six Sigma certification with expanded coverage of concepts, tools, and analytics Highlights new trends in healthcare management with coverage of value-based payments, mergers and acquisitions, population health, telehealth, and more Interweaves concepts with vivid vignettes to describe human dynamics, organizational challenges, and applications of tools Employs boxed features and YouTube videos to address frequently asked questions and real-world instances of operations in practice

This is a lucid, readable discussion of ethical questions in health care as they arise on the business or organizational level: an effort to spell out an ethical perspective for healthcare organizations. It will be of use to students in health services management programs, health care professionals, healthcare administrators, and members of healthcare ethics committees. Hall begins with the ethical analysis of decision-making in the management of healthcare organizations and then addresses some of the questions of organizational analysis of corporate social responsibility in for-profit and not-for-profit organizations and of the problem of uncompensated care. Later chapters take up patient development, community relations, diversity, employee relations, governmental relations, regulatory compliance and medical records. The author's analysis focuses on healthcare institutions as business organizations with many of the problems faced by corporate management in other fields but with the difference that health care holds a special place among human needs and has traditionally been viewed from an altruistic perspective. He gives special attention to the new standards on organizational ethics promulgated by the Joint Commission on Accreditation of Healthcare Organizations and includes many case studies not only to illustrate the main points but also to direct the reader's attention to peripheral aspects that can complicate these issues.

Second in a series of publications from the Institute of Medicine's Quality of Health Care in America project Today's health care providers have more research findings and more technology available to them than ever before. Yet recent reports have raised serious doubts about the quality of health care in America. Crossing the Quality Chasm makes an urgent call for fundamental change to close the quality gap. This book recommends a sweeping redesign of the American health care system and provides overarching principles for specific direction for policymakers, health care leaders, clinicians, regulators, purchasers, and others. In this comprehensive volume the committee offers: A set of performance expectations for the 21st century health care system. A set of 10 new rules to guide patient-clinician relationships. A suggested organizing framework to better align the incentives inherent in payment and accountability with improvements in quality. Key steps to promote evidence-based practice and strengthen clinical information systems. Analyzing health care organizations as complex systems. Crossing the Quality Chasm also documents the causes of the quality gap, identifies current practices that impede quality care, and explores how systems approaches can be used to implement change.

Trials to Triumphs

Handbook for Implementing Process Improvement with Lean Six Sigma

Overcome Organizational Drag and Unleash Your Team's Productive Power

An Introduction to Healthcare Organizational Ethics

Can NHS hospitals do more with less?

Emerging Paradigms

Strategy and Practice, Second Edition

Abstract: To stay competitive in this new healthcare environment, providers must deliver the highest quality, appropriate care in an efficient, affordable manner. With the implementation of the 2010 Affordable Care Act (ACA) and the most recent changes in healthcare, healthcare organizations are under pressure to decrease cost, improve efficiency, reduce errors, and provide a high-quality care. Hospitals and organizations are currently implementing various projects to provide high-value patient care while demonstrating superior quality, safety, service, and value. This approach allows the institution to gain higher reimbursements and avoid penalties. With nearly 21 million blood products transfused annually and 1.75 million tissues implanted annually, organizations are evaluating Information Technology (IT) investments that can enhance the patient experience, improve outcomes, provide efficient care, and enhance internal clinical processes. The implementation of OneBlood LIS can help healthcare organizations meet their goal. Increasing efficiency and lowering cost does not mean the company has to compromise quality. OneBlood Computer System is a software with a multi-functionalities system that can help add value in health care by improving patient safety, increasing efficiency, enhancing the quality of care, decreasing hands-on time, improving productivity, reducing errors, supporting regulatory compliance and increasing operating profits.

The objectives of this study are to describe experiences in price setting and how pricing has been used to attain better coverage, quality, financial protection, and health outcomes. It builds on newly commissioned case studies and lessons learned in calculating prices, negotiating with providers, and monitoring changes. Recognising that no single model is applicable to all settings, the study aimed to generate best practices and identify areas for future research, particularly in low- and middle-income settings. The report and the case studies were jointly developed by the OECD and the WHO Centre for Health Development in Kobe (Japan).

101 Deficiencies Which Lead to the Demise of a Healthcare Organization by Sunil Kadakia MD, FACC, FSCAI, CPE [-----]

The anthrax incidents following the 9/11 terrorist attacks put the spotlight on the nation's public health agencies, placing it under an unprecedented scrutiny that added new dimensions to the complex issues considered in this report. The Future of the Public's Health in the 21st Century reaffirms the vision of Healthy People 2010, and outlines a systems approach to assuring the nation's health in practice, research, and policy. This approach focuses on joining the unique resources and perspectives of diverse sectors and entities and challenges these groups to work in a concerted, strategic way to promote and protect the public's health. Focusing on diverse partnerships as the framework for public health, the book discusses: The need for a shift from an individual to a population-based approach in practice, research, policy, and community engagement. The status of the governmental public health infrastructure and what needs to be improved, including its interface with the health care delivery system. The roles nongovernment actors, such as academia, business, local communities and the media can play in creating a healthy nation. Providing an accessible analysis, this book will be important to public health policy-makers and practitioners, business and community leaders, health advocates, educators and journalists.

Enhancing Organizational Performance

Time, Talent, Energy

The Easy Way to Do More in Less Time

The Future of Nursing

An Integrated Approach to Supply Chain Management and Operations

New Leadership for Today's Health Care Professionals

Organization Development in Healthcare

Introduce your students to the most progressive thinking about organizations today as acclaimed author Richard Daft balances recent, innovative ideas with proven classic theories and effective business practices. Daft's best-selling ORGANIZATION THEORY AND DESIGN presents a captivating, compelling snapshot of contemporary organizations and the concepts driving their success that will immediately engage and inspire your students. Recognized as one of the most systematic, well-organized texts in the market, ORGANIZATION THEORY AND DESIGN helps both future and current managers thoroughly prepare for the challenges they are certain to face in today's business world. This revision showcases some of today's most current examples and research alongside time-tested principles. Students see, firsthand, how many of today's well-known organizations have learned to cope and even thrive amidst a rapidly changing, highly competitive international environment. Featured organizations include BP, Disney/Pixar, Volvo, Barnes & Noble, and Cisco Systems. Organization studies, proven cases, and illustrations provide the insights necessary to better understand modern organizations, while new and proven learning features give your students important opportunities to apply concepts and refine their personal business skills and insights. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Uncover the latest information you need to know when entering the growing health information management job market with Health Information: Management of a Strategic Resource, 5th Edition. Following the AHIMA standards for education for both two-year HIT programs and four-year HIA programs, this new edition boasts dynamic, state-of-the-art coverage of health information management, the deployment of information technology, and the role of the HIM professional in the development of the electronic health record. An easy-to-understand approach and expanded content on data analytics, meaningful use, and public health informatics content, plus a handy companion website, make it even easier for you to learn to manage and use healthcare data. Did You Know? boxes highlight interesting facts to enhance learning. Self-assessment quizzes test your learning and retention, with answers available on the companion Evolve website. Learning features include a chapter outline, key words, common abbreviations, and learning objectives at the beginning of each chapter, and references at the end. Diverse examples of healthcare deliveries, like long-term care, public health, home health care, and ambulatory care, prepare you to work in a variety of settings. Interactive student exercises on Evolve, including a study guide and flash cards that can be used on smart phones. Coverage of health information infrastructure and systems provides the foundational knowledge needed to effectively manage healthcare information. Applied approach to Health Information Management and Health Informatics gives you problem-solving opportunities to develop proficiency. EXPANDED! Data analytics, meaningful use, and public health informatics content prepares HIM professionals for new job responsibilities in order to meet today's, and tomorrow's, workforce needs. EXPANDED! Emphasis on the electronic health care record educates you in methods of data collection, governance, and use. NEW! Chapter on data access and retention provides examples of the paper health record and its transition to the EHR. NEW! Focus on future trends, including specialty certifications offered by the AHIMA, the American Medical Informatics Associations (AMIA), and the Health Information Management Systems Society (HIMSS), explains the vast number of job opportunities and expanded career path awaiting you.

Numerous studies show that people will rise, or fall, to the level where their superiors believe them capable. As a manager, it is up to you to have high expectations for your employees, and to communicate those expectations to them. In Pygmalion in Management, J. Sterling Livingston urges you to understand the power you have over your subordinates' success, and use it to benefit everyone involved. Since 1922, Harvard Business Review has been a leading source of breakthrough ideas in management practice. The Harvard Business Review Classics series now offers you the opportunity to make these seminal pieces a part of your permanent management library. Each highly readable volume contains a groundbreaking idea that continues to shape best practices and inspire countless managers around the world.

The thoroughly revised and updated 8th Edition of this popular text examines the important issues and trends shaping the nursing profession today. Explore the evolution and history of nursing and examine the impact of healthcare reform and the legal system as they apply to nursing practice.

Strategic Marketing For Health Care Organizations

Nursing Now

Cases in Health Services Management

Crossing the Quality Chasm

A New Health System for the 21st Century

A Productivity Practicum

A Guideline for Developing and Developed Countries

Superior Productivity in Health Care OrganizationsHow to Get It, how to Keep It

In this pathbreaking book, world-renowned Harvard Business School service firm experts James L. Heskett, W. Earl Sasser, Jr. and Leonard A. Schlesinger reveal that leading companies stay on top by managing the service profit chain. Why are a select few service firms better at what they do -- year in and year out -- than their competitors? For most senior managers, the profusion of anecdotal "service excellence" books fails to address this key question. Based on five years of painstaking research, the authors show how managers at American Express, Southwest Airlines, Banc One, Waste Management, USAA, MBNA, Intuit, British Airways, Taco Bell, Fairfield Inns, Ritz-Carlton Hotel, and the Merry Maids subsidiary of ServiceMaster employ a quantifiable set of relationships that directly links profit and growth to not only customer loyalty and satisfaction, but to employee loyalty, satisfaction, and productivity. The strongest relationships the authors discovered are those between (1) profit and customer loyalty; (2) employee loyalty and customer loyalty; and (3) employee satisfaction and customer satisfaction. Moreover, these relationships are mutually reinforcing; that is, satisfied customers contribute to employee satisfaction and vice versa. Here, finally, is the foundation for a powerful strategic service vision, a model on which any manager can build more focused operations and marketing capabilities. For example, the authors demonstrate how, in Banc One's operating divisions, a direct relationship between customer loyalty measured by the "depth" of a relationship, the number of banking services a customer utilizes, and profitability led the bank to encourage existing customers to further extend the bank services they use. Taco Bell has found that their stores in the top quadrant of customer satisfaction ratings outperform their other stores on all measures. At American Express Travel Services, offices that ticket quickly and accurately are more profitable than those which don't. With hundreds of examples like these, the authors show how to manage the customer-employee "satisfaction mirror" and the customer value equation to achieve a "customer's eye view" of goods and services. They describe how companies in any service industry can (1) measure service profit chain relationships across operating units; (2) communicate the resulting self-appraisal; (3) develop a "balanced scorecard" of performance; (4) develop a recognitions and rewards system tied to established measures; (5) communicate results company-wide; (6) develop an internal "best practice" information exchange; and (7) improve overall service profit chain performance. What difference can service profit chain management make? A lot. Between 1986 and 1995, the common stock prices of the companies studied by the authors increased 147%, nearly twice as fast as the price of the stocks of their closest competitors. The proven success and high-yielding results from these high-achieving companies will make The Service Profit Chain required reading for senior, division, and business unit managers in all service companies, as well as for students of service management.

This book thoroughly examines organization theory, organization behavior, and organization development in the unique context of the healthcare setting. Each section contains key chapters that address foundations, research, and new directions in these domains.

The National Roundtable on Health Care Quality was established in 1995 by the Institute of Medicine. The Roundtable consisted of experts formally appointed through procedures of the National Research Council (NRC) who represent both public and private-sector perspectives and appropriate areas of substantive expertise (not organizations). From the public sector, heads of appropriate Federal agencies serve. It offers a unique, nonadversarial environment to explore ongoing rapid changes in the medical marketplace and the implications of these changes for the quality of health and health care in this nation. The Roundtable has a liaison panel focused on quality of care in managed care organizations. The Roundtable convenes nationally prominent representatives of the private and public sector (regional, state and federal), academia, patients, and the health media to analyze unfolding issues concerning quality, to hold workshops and commission papers on significant topics, and when appropriate, to produce periodic statements for the nation on quality of care matters. By providing a structured opportunity for regular communication and interaction, the Roundtable fosters candid discussion among individuals who represent various sides of a given issue.

Handbook of Research on Healthcare Administration and Management

Today's Issues, Tomorrow's Trends

Proceedings of the 2nd Global Conference on Business, Management and Entrepreneurship (GC-BME 2017), August 9, 2017, Universitas Airlangga, Surabaya, Indonesia

Conversations on Research and Strategies

The Future of Productivity

Increasing Management Relevance and Competitiveness

International Transaction Journal of Engineering, Management, & Applied Sciences & Technologies publishes a wide spectrum of research and technical articles as well as reviews, experiments, experiences, modelings, simulations, designs, and innovations from engineering, sciences, life sciences, and related disciplines as well as interdisciplinary/cross-disciplinary/multidisciplinary subjects. Original work is required. Article submitted must not be under consideration of other publishers for publications.

Virginia Mason Medical Center (VMMC) was one of the first health care organizations to implement Lean and its methodologies. Other organizations have followed VMMC's lead, but this world class organization still leads in the utilization of innovative Lean tools. Accelerating Health Care Transformation with Lean and Innovation: The Virginia Mason Experience describes how VMMC has systematically integrated innovative structures, methods, and cultural practices into its implementation of Lean. Describing how your organization can create a strategy and build a culture of innovation and learning, it supplies concrete examples that show--not just conceptually, but through VMMC's actual experiences--how Lean and innovation can work hand-in-hand to incrementally improve and radically transform your value streams. Explaining how to use the voices and experiences of patients and their families to drive improvement and innovation, the book supplies a clear understanding of how Lean can help you achieve your goals in today's increasingly demanding marketplace.

Lean Six Sigma is the global standard for organizing the design, data-based improvement and control of business processes. Well-designed and controlled processes are key in achieving and sustaining operational excellence. They ensure the quality of service and care, the reliability and safety of work that is done, and a timely processing with short waiting times. High quality processes will at the same time improve the operator's flexibility. Thereby

allowing one to adjust to changes in demand and other circumstances. An organizational capability to harness data-based process improvement, finally, facilitates organizational learning and is foundational for the fruitful implementation of ever increasing digitization and automation opportunities. Lean Six Sigma offers a complete model for shaping modern continuous improvement programs in organizations. The methodology is built on principles and methods for fact-based process improvement that have proven themselves over the last decades, and will continue to do so in the decades to come. Having emerged in manufacturing, the approach continuously evolved and gained tremendous momentum in the services and healthcare industries. This book offers a thorough and pragmatic account of Lean Six Sigma project- and programme implementation with a special focus on applications in services and healthcare organizations.

This book provides a broad overview of what is needed to run hospitals and other health care facilities effectively and efficiently. All of the skills and tools required to achieve this aim are elucidated in the book, including business engineering and change management, strategic planning and the Balanced Scorecard, project management, integrative innovation management, social and ethical aspects of human resource management, communication and conflict management, staff development and leadership. The guidance offered is exceptional and applicable in both developed and developing countries. Furthermore, the relevant theoretical background is outlined and instructive case reports are included. Each chapter finishes with a summary and five reflective questions. Excellence can only be achieved when health care professionals show in addition to their medical skills a high level of managerial competence. High performance in Hospital Management assists managers of health care providers as well as doctors and nurses to engage in the successful management of a health care facility.

Health Information - E-Book

Operations Management in Healthcare, Second Edition

Organization Theory and Design

Accelerating Health Care Transformation with Lean and Innovation

Digitization of Economy and Society

101 Deficiencies Which Lead to the Demise of a Healthcare Organization

Pygmalion in Management

This collection of critical ideas relating organization science to operations and accomplishments in the health care environment provides a thematic guide for leaders, practitioners, academics and administrators. It pulls in a broad cross-section of perspectives on the important linkage of scholarship and practice with a solid global perspective.

A brand new collection of state-of-the-art techniques for building more sustainable, higher-performing organizations... now in a convenient e-format, at a great price! Three 100% practical primers help you drive competitive advantage by optimizing sustainability and operational performance To compete in today's extraordinarily competitive global environment, organizations need to achieve new levels of sustainability and operational performance. This brand-new package brings together three practical, state-of-the-art primers for doing just that. Robert Palevich's The Lean Sustainable Supply Chain offers start-to-finish guidance for redesigning company infrastructure and technologies to achieve the powerful benefits that come with integrating "lean" and "green." and benefits. Palevich introduces core concepts of lean green supply chain management, illuminating them with a comprehensive case study showing how to manage change, innovation, talent, execution, inventory, warehousing, and transportation. He demonstrates how to integrate supply chain sustainability into business scorecards; use 3PLs more effectively; drive more value from information, and systematically address every relevant technical issue. Next, in Creating a Sustainable Organization, Peter A. Soyka presents today's most complete and actionable guide to improving business performance through sustainable practices. Soyka bridges the disparate worlds of the EHS/sustainability professional and the investor/analyst, outlining today's best evidence about linkages between sustainability and value, discussing key stakeholder relationships, and introducing new practices for managing and measuring sustainability throughout the business. Finally, Arthur V. Hill's The Encyclopedia of Operations Management is today's most convenient and useful supply chain/operations management "field manual." Bringing together nearly 1,500 well-organized definitions, it helps you quickly map all areas of these fields, from accounting and distribution through quality management, strategy, transportation, and warehousing. Throughout, Hill offers a shared language and realistic insights for improving any process and supporting any training program. From world-renowned supply chain and operations experts Robert Palevich, Peter A. Soyka, and Arthur V. Hill

Summary: The volumes in the European Observatory on Health Systems and Policies series focus on key issues for health policy-making in Europe. This book is a joint venture between the WHO/EO and the EuroDRG which addresses the challenges of using Diagnosis Related Group systems in Europe.

This much-needed text offers an authoritative introduction to strategic marketing in health care and presents a wealth of ideas for gaining the competitive edge in the health care arena. Step by step the authors show how real companies build and implement effective strategies. It includes marketing approaches through a wide range of perspectives: hospitals, physician practices, social marketing, international health, managed care, pharmaceuticals, and biotechnology. With Strategic Marketing for Health Care Organizations, students and future administrators will have a guide to the most successful strategies and techniques, presented ready to apply by the most knowledgeable authors.

Health Organizations

Healthcare Financial Management

Superior Productivity in Health Care Organizations

Innovative Knowledge Management: Concepts for Organizational Creativity and Collaborative Design

Concepts for Organizational Creativity and Collaborative Design

Building Sustainability Into Your Organization (Collection)

High Performance in Hospital Management

Printed in full color. Do you ever look at the clock and wonder where the day went? You spent all this time at work and didn't come close to getting everything done. Tomorrow try something new. Use the Pomodoro Technique to work in focused sprints throughout the day. In Pomodoro Technique Illustrated, Staffan N teberg shows you how to organize your work to accomplish more in less time. There's no need for expensive software or fancy planners. You can get started with nothing more than a piece of paper, a pencil, and a kitchen timer. You have so much you need to accomplish today. Your list is a mile long and you find yourself getting interrupted every other minute. You'd like to tell everyone to leave you alone, but most of the interruptions are coming from you! You think of a phone call you need to make or a web site you need to check and before you know it you're answering email, checking twitter, and finding a million other things to occupy your time. You need to focus---really focus. The Pomodoro Technique puts you back in charge of your day. You'll apply successful techniques from software engineering to identify what you should be doing today and to help you achieve your goals. Your mind won't wander when it is fully engaged in short bursts of focused activity. Learn to work less and accomplish more using nothing more than paper, pencil, and a simple kitchen timer. Set the timer and start on your next Pomodoro. When the bell rings take a break. This personal approach to timeboxing is at the core of the Pomodoro technique and this book is filled with advice on how get started and how to tailor it to your own needs.