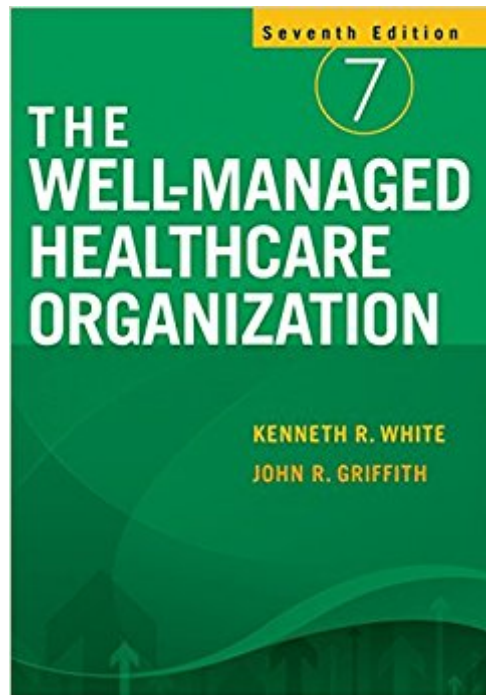




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# The Well-Managed Healthcare Organization



## Synopsis

The Well-Managed Healthcare Organization continues its position as the most comprehensive resource on healthcare management. This edition draws on the experiences of high-performing and Malcolm Baldrige Award-winning organizations. It describes the key drivers of success: A culture of empowerment and responsive leadership that promotes teamwork among physicians, nurses, and other staff; A system for continuous improvement that emphasizes process analysis, negotiated goal setting, measurement, benchmarking, and rewards. This edition also includes: A new chapter on building a culture of shared values, empowerment, communication, and service excellence; A new chapter on the organizational infrastructure that sustains continuous improvement; Strategies for building clinical processes that delight not only physicians and nurses with effective protocols but also patients with responsive, individualized care; Best practices for various operational functions, including comprehensive performance measure and organizational models; Strategies for retaining and increasing the contribution of clinical and administrative staff; Reader-friendly aids, such as on-the-page definitions of terminology, synopses of chapter contents, and questions for reflection or discussion. The first edition of The Well-Managed Healthcare Organization won the American College of Healthcare Executive's James A. Hamilton Book of the Year Award.

## Book Information

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## Customer Reviews

Kenneth R. White, PhD, APRN-BC, FACHE, FAAN is the University of Virginia Medical Center

Professor and Associate Dean for Strategic Partnerships and Innovation at the University of Virginia School of Nursing in Charlottesville, Virginia. He has more than 40 years of experience in healthcare organizations in clinical, administrative, governance, and consulting capacities, as well as academic experience in program development and leadership. John R. Griffith, MBA, FACHE, is the Andrew Pattullo Collegiate Professor in the Department of Health Management and Policy, School of Public Health, The University of Michigan. A graduate of Johns Hopkins University and the University of Chicago, he was director of the program and Bureau of Hospital Administration at The University of Michigan from 1970 to 1982 and chair of his department from 1987 to 1991. Professor Griffith has been at Michigan since 1960. He is an educator of graduate students and practicing healthcare executives. He has served as chair of the Association of University Programs in Health Administration (AUPHA) and as a commissioner for the Accrediting Commission on Education in Health Services Administration.

This was an assigned text that I had access to via ebook. I liked it so much I bought the hardcopy and it isn't cheap. First of all this is an excellent primer on how health organizations SHOULD be run. It is also a great look into the best of the best and why so many fall short. I will not be getting rid of this book anytime soon. I have recommended it to at least 4 friends, they all bought a copy based on excerpts I quoted to them. If you are in any field of healthcare management, this book is golden. Too bad it isn't required reading for all healthcare administrators across North America. One more thing... this is probably the most "well written" book I have had the pleasure to read. The topic isn't a grabber. Let's face it, if it isn't part of your daily environment you would never touch this subject. But, this book is like listening to someone who is amazingly smart, experienced and passionate speak about their favorite thing. I couldn't believe I actually read the whole thing.

Probably the worst book ever written. I hated the text. Not only is it confusing, the authors make it too complicated. You cannot sit down and enjoy the book. I felt constantly stressed trying to figure out every sentence. The first few pages arent bad, the rest are horrible

This is why we have problems in Managed Healthcare Organizations...this book fails to address the industry and is heavily influenced by ACHE leading to serious group think that inhibits effective performance and operations.

Great product. Quality is solid.

thanks! way cheaper than the 8th edition.

This book serves as a valuable resource to healthcare leaders & providers. It covers a full array of health care fundamental concepts and principles. I used it as a tool to achieve board certification status as a Health care executive. I would highly recommend the book for individuals who are new to health care, as well as seasoned executives.

As expected

I got this for someone doing their MHA. According to her, the information is clear, concise and uses good examples. It is a good addition to one's library since it covers many concepts and theories well and its application to real life situations.

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