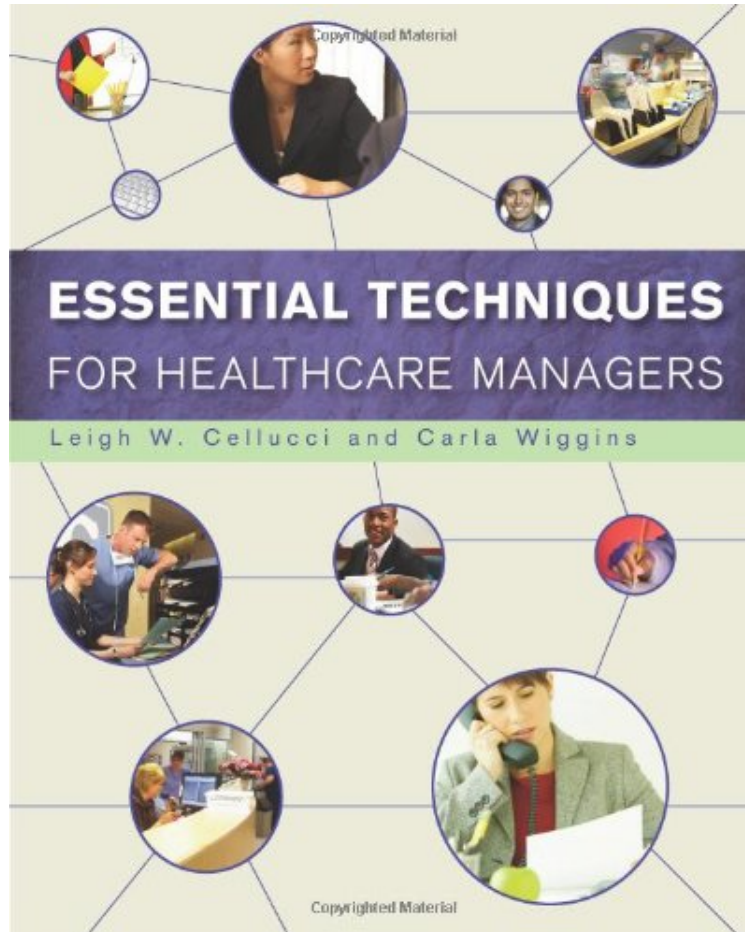


## Essential Techniques for Healthcare Managers

*Leigh W. Cellucci, PhD, Carla Wiggins*  
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Healthcare managers ensure that the organization's mission is met, that its goals are achieved, and that the work is done right. This book provides you with the skills, knowledge, and confidence you need to be a successful healthcare manager. This book uses realistic scenarios, cases, and exercises to bring essential management concepts to life. You will learn how to handle management responsibilities such as delegating projects, making ethical decisions, resolving conflicts, defending a budget, and monitoring organizational performance. Also included are an overview of health

law and a discussion of diversity issues that will prepare you to work in today's healthcare environment. Topics and techniques covered include: Evidence-based management, Ethics, Evaluating employees, Diversity, Decision making, Change, Teamwork, Hiring and terminating, Communication, Delegation, Motivating employees, Managing conflicts, Leadership, Time management, Program assessment and Legal issues

About the Author Leigh W. Cellucci, MBA, PhD, is associate professor and chair of the Health Care Administration Department at Idaho State University. Dr. Cellucci was formerly a professor at Francis Marion University. She is a past Fulbright Scholar and has been awarded the American Sociological Association Innovation Teaching Grant. She is currently serving as the director for the Idaho Center for Disabilities Evaluation. Carla Wiggins, PhD, is on faculty at the University of Wisconsin Milwaukee. Previously, Dr. Wiggins has served on the faculties at Ithaca College, Franklin University, and Idaho State University. She is a frequent author and speaker nationwide.