Essentials of Health Care Management (Delmar Series in Health Services Administration)

Stephen M. Shortell, Arnold D. Kaluzny
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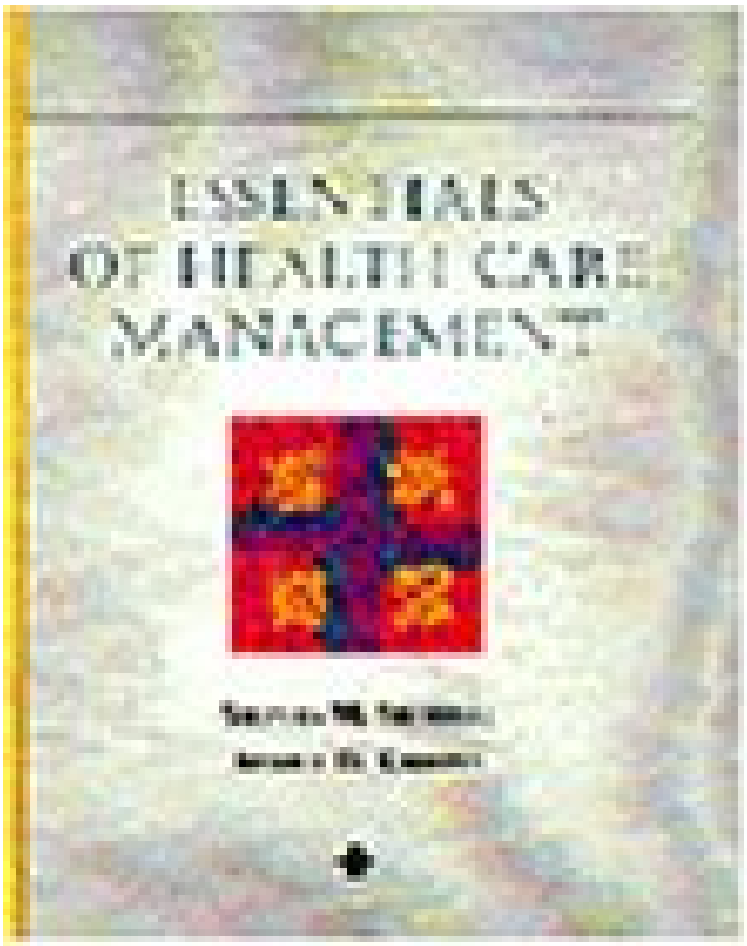

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This new book provides front-line health care managers with the practical skills needed to promote more efficient health care delivery. With its glossary of key terms and section on future trends, this book is a valuable resource for any health care professional.

ORGANIZATION AND MANGERS; Organization Theory and Health Services Management: The Managerial Role: MOTIVATING, LEADING, AND NEGOTIATING: Motivating People; Leadership a Framework for Thinking and Acting; Conflict Management and Negotiation: OPERATING THE TECHNICAL SYSTEM: Managing Groups and Teams; Work Design; Coordination and Communication; Power and Policies in Health Services Organizations: RENEWING THE ORGANIZATION: Organization Design; Managing Strategic Alliances; Organizational Innovation and Change; Organizational Performance Managing for Efficiency and Effectiveness: CHARTING THE FUTURE: Strategy Making in Health Care Organizations; Creating and Managing the Future.From the Back CoverThis book presents cutting-edge thinking on the management of health care organizations. Practical and conceptual skills taught that focus on more efficient health care delivery. Development of leadership skills, future trends in health care management, guidelines for designing effective work groups and managing conflict are discussed. With its glossary of key terms and section on future trends, this book is a valuable resource for any health professional.About the AuthorStephen M. Shortell, Ph.D. is an A. C. Buehler Distinguished Professor of Health Services Management. He is Professor of Organization Behavior at J.L. Kellogg Graduate School of Management and Professor of Sociology. Stephen Shortell is also a member of the Institute of Health Services Research and Policy Studies at Northwestern University Evanston, Illinois.Arnold K. Kaluzney, Ph.D. is a Professor in the Department of Health Policy and Administration in the School of Public Health. He is a Senior Research Fellow, Cecil G. Sheps Center for Health Services Research at the University of North Carolina Chapel Hill, North Carolina.