

Portable Health Administration Ziegenfuss James Sani Joseph W

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The Portable MHA is a concise, readable book that gives an overview of the information covered in a Master of Health Administration program. The material is presented in a fashion so that professionals, administrative academics, and graduate students would be able to read, understand and utilise the information. The text offers distinct benefits to a variety of users. Academic, professional and medical students will be given an understanding of the health care system in which they will have to practice. They will learn how organisations function, and the real role of leadership. Administrative academics, practising clinicians and others assuming management roles but lacking formal training in Health Administration, will be introduced to the language and principles of Health Administration. Graduate students in the field will have the opportunity to be introduced to it by a team of educators experienced in the instruction of a spectrum of students and "real world" consultation experience adding further relevance to their chapters. * Contains 16 in-depth chapters * Has wide appeal to health/medical and life sciences audiences * Possible textbook use for graduate programs invovled in Health Administration * Can be used as part of an internal educational and orientation course for organizations

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American citizens assume that the future for this country will be a future much like the past-beautiful in many respects. This optimistic view is now countered by those who see a country in decay, struggling to address problems in health care, education, the environment, international affairs, and other sectors. This book calls on citizens and their leaders to build the future they most desire. The future should not happen to citizens but instead be created by citizens. In part one, this book examines the reasons for future building and the processes for doing so through interactive public sector-private sector dialogue and by applying methods of continuous improvement, reengineering, and visioning. In part two, Ziegenfuss presents scenarios of America's future that include the country's points of decay, trends, vision, and strategies in each of the 'parts of America,' meaning energy, health care, transportation, business, housing and urban development, education, arts and entertainment, science, environment, agriculture, international affairs and defense, and law and justice. Public and private citizens, especially students, teachers, and planners are encouraged to lead the debates with hope and vision, defining the future they most desire.

Core Curriculum for Medical Quality Management addresses the needs of physicians, medical students, and other health care professionals for current information about medical quality management, principles, methods, programs, systems, and experiences. This book presents a true state-of-the-nation assessment of medical quality management and highlights the need for training of physicians who will lead the medical quality movement in the 21st century.

The need for customer friendly organizations exists across fields and industries. Corporate leaders have long known the value of customer support. Even public agency leaders increasingly recognize the need to offer better service to citizens. This book presents the organizational architecture of customer friendly organizations. How do some private companies and public agencies become customer friendly-by accident or design? Academics and practicing managers know that organizational design affects behavior. This book helps us understand how we develop high performance organizations-in this case, organizations that consistently deliver high quality service. It builds on the theory and application of "systems thinking" to organization design and behavior by showing how products, structure, psychological climate, culture, and leadership work together to produce customer friendly experiences. Beginning with the architectural model, the book offers a series of cases to illustrate the application: hospital, auto manufacturer, airline, hotel, bank, university, and library.

The Handbook of Organization Development reflects the field of organizational development's rapid growth and success since its inception 50 years ago into a far more diffuse and complex study than it was just a few decades ago. It shows how organizational development has expanded from the need to help organizations cope with internal social problems, to a broader attempt to address more strategic issues of firm structure and competitive advantage in a global environment. The Handbook provides a synthesis of new methods and perspectives from diverse areas far removed from organizational development's psychological origins, including management, economics, sociology, personnel, information systems and international relations. International contributors are included, reflecting similarities and differences from around the world.

"Direction," "Destination," and "Decisions" are the outcomes of strategic planning, a process used to formulate strategy by helping leaders and employees to define their organization's path, their desired future, and the actions required to move forward. This work presents a series of illustrations, cases, and "lessons learned" from strategy formation and strategic planning experiences in private and public organizations. Each topic begins with a concise lesson learned, followed by the rationale, and a real-life illustration in a public or private organization. The reasons for assessing current strengths and weaknesses are explained along with competitor analysis, planner roles, vision development, strategic options, and progress reviews. Over one hundred illustrations and cases are featured with links to web sites to give the reader an opportunity to understand how these concepts are put into practice. The reader-friendly design and format enables executives, managers, and students to use the materials for continuous assessment and improvement of their own organizations.

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