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Michael Brown
Publisher

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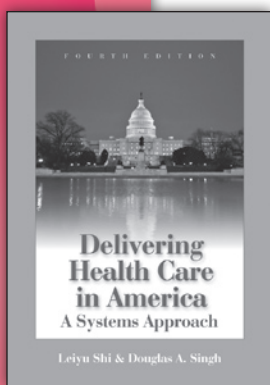
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Forthcoming in 2010

<i>Managing Health Care Conflict</i>	<i>Ethics in Health Administration, Second Edition</i>
<i>Economics of Health and Medical Care</i>	<i>Strategic Planning for Health Care Organizations</i>
<i>Health Care Manager's Legal Guide</i>	<i>Cases in Health Care Marketing</i>
<i>Basics of the U.S. Health Care System</i>	



DELIVERING HEALTH CARE IN AMERICA

A Systems Approach

Fourth Edition

Leiyu Shi, DrPH, MBA, MPA

Johns Hopkins Bloomberg School of Public Health

Douglas A. Singh, PhD, MBA

School of Business and Economics, Indiana University at South Bend

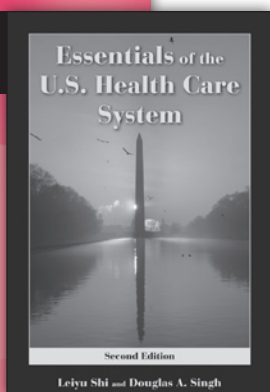
“This extraordinarily comprehensive book describes and analyzes the U.S. healthcare system from a health policy perspective. It is both wide in scope and detailed in its analysis of specific problems and constraints encountered by the system. A very important section describes the probable future of the healthcare system given current trends. ... an excellent book for entry level graduate students in health systems analysis and health policy, health law, and public administration.”

—Patricia Kelly, EdD, PA-C, Nova Southeastern University
(for Doody’s Book Review Service, May 2008)



Instructor Resources: IM, PP, TB, other

ISBN-13: 978-0-7637-4512-7 • Paperback • 650 Pages • © 2008



ESSENTIALS OF THE U.S. HEALTH CARE SYSTEM

Second Edition

Leiyu Shi, DrPH, MBA, MPA

Johns Hopkins Bloomberg School of Public Health

Douglas A. Singh, PhD, MBA

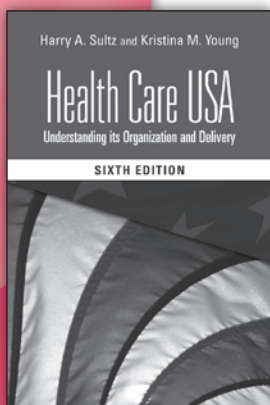
School of Business and Economics, Indiana University at South Bend

Covering the basic structures and operations of the U.S. health system, *Essentials of the U.S. Health Care System* is a clear and concise distillation of the most important topics covered in *Delivering Health Care in America* (above). Ideal for courses in health policy, allied health, health administration, and more, this thorough revision clarifies the complexities of healthcare organization and finance and presents a solid overview of how the various components fit together. The *Second Edition* features all new data, charts, and tables throughout. A transition guide available online at www.jbpub.com, carefully outlines all the content changes and updates to help you update your curriculum.



Instructor Resources: IM, PP, TB, other

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Understanding Its Organization and Delivery

Sixth Edition

Harry A. Sultz, DDS, MPH

Kristina M. Young, MS

Both of the School of Public Health and Health Professions, SUNY Buffalo

Health Care USA is the ideal text for introductory courses on the organization and delivery of U.S. health care for students in schools of public health, medicine, nursing, dentistry, health administration, and other health professions. It provides an introduction to the healthcare system and an overview of the professional, political, social, and economic forces that have shaped it and will continue to do so.

The *Sixth Edition* is a thorough revision with updated data and new information on: the size and cost of the U.S. healthcare system; Managed Care Organizations; quality improvement initiatives; hospital competition with privately owned outpatient facilities; un- or under-insured Americans; the effect of the influx of Iraq War casualties on VA services; federal, state, and local public health initiatives in emergency preparedness and much more.



Instructor Resources: IM, PP, SL, other

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COMPARATIVE HEALTH SYSTEMS

Global Perspectives

James A. Johnson, PhD, MPA, MS

Central Michigan University and Auburn University at Montgomery

Carleen Stoskopf, ScD

School of Public Health, San Diego State University

This book offers students a clear understanding of international healthcare systems, practices, and policies through comparative study. Chapter contributors were selected from countries including Canada, United Kingdom, India, Japan, Nigeria, Germany, Australia, Mexico, and more. Each chapter uses a consistent format to tackle the history, geography, government, economics, and demographics of the country, and then goes into a detailed description and evaluation of that country's healthcare system. Ideal for programs in global health, international affairs, policy, health administration, and public health, this text will demonstrate that the best solutions don't always emerge in the wealthiest countries; yet highly developed countries continue to offer profound breakthroughs in medical science and technology as well as reform and improvement of health systems.



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Student Resources: IG, FL

Available June 2009

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INTRODUCTION TO HEALTH CARE DELIVERY

A Primer for Pharmacists

Fourth Edition

Robert McCarthy, PhD, RPh

University of Connecticut

Kenneth Schafermeyer, PhD

St. Louis College of Pharmacy

Introduction to Health Care Delivery: A Primer for Pharmacists offers a current and comprehensive picture of the U.S. healthcare delivery system while emphasizing the perspective of the pharmacy profession. Each chapter includes real-world case studies, learning objectives, chapter questions, questions for further discussion, and updated key topics and terms. New to the *Fourth Edition* is an updated Medicare/Medicaid chapter that reflects current regulations.



Instructor Resources: IM, PP, TB



Student Resources: IG, FL, other

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CAREER OPPORTUNITIES IN HEALTH CARE MANAGEMENT

Perspectives from the Field

Sharon B. Buchbinder, RN, PhD

Department of Health Science, Towson University

Jon M. Thompson, PhD

Health Services Administration Program, James Madison University

This book will introduce your students to the wide array of career opportunities available in a broad range of direct healthcare settings such as hospitals, physician practices, nursing homes, and clinics as well as non-direct healthcare settings, such as associations, managed care and health insurance companies, consulting firms, and medical supplier firms. Beginning with an individualized Healthcare Management Talent Quotient Quiz and ending with a guide to finding a job in healthcare management, this hands-on text is the perfect resource for new students of healthcare management, nursing, allied health, business administration, public administration, and public health.

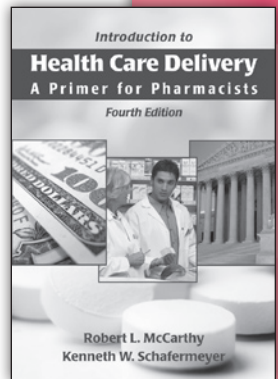
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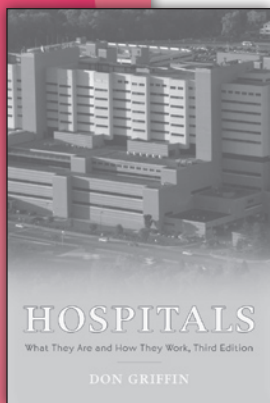
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HOSPITALS

What They Are and How They Work

Third Edition

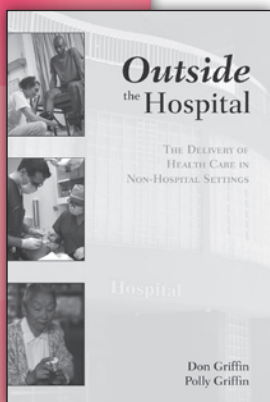
Don Griffin, FACHE, MS, MBA, MS, JD

Hospitals are among the most complex of organizations. Highly skilled professionals, state of the art technology, life and death decision making, and a tangled world of myriad regulations and legal pitfalls all come together in this dynamic, unique entity that is, generally, poorly understood. *Hospitals* walks you through every department in a hospital, detailing its function and its relationship to other departments. The roles and functions of the governing body, medical staff, and support and ancillary services are thoroughly explained. This *Third Edition* contains new chapters that cover most recent developments in regulatory areas, technology and management practices. Updated information includes coverage of HIPAA and its impact on operations, three new chapters covering patient safety, bioethics, and international opportunities. This revised text also includes ten case studies that prompt team assignments and in-depth discussion.



Instructor Resources: PP, TB

ISBN-13: 978-0-7637-2758-1 • Paperback • 311 Pages • © 2006



OUTSIDE THE HOSPITAL

The Delivery of Health Care in Non-Hospital Settings

Don Griffin, FACHE, MS, MBA, MS, JD

Polly Griffin

As the first text of its kind, *Outside the Hospital* introduces the reader to many types of healthcare services offered outside the traditional hospital setting. Divided into four parts (traditional care, diagnosing, acute-care treatment, and chronic care), the book offers 31 concise chapters that explore the basic operations of various healthcare settings such as physician offices, pharmacies, outpatient laboratories, chiropractic centers, dentistry, optometry, oncology centers, adult day care, hospice care, and more.

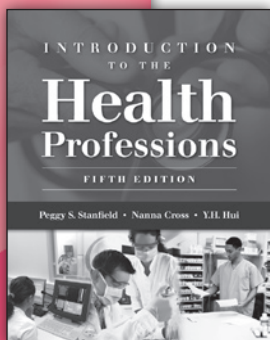
“... an excellent resource. Simple to use and to the point.”

—Alexis B. Welch, RN, EdD, Lenoir Community College



Instructor Resources: PP, TB

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Fifth Edition

Peggy S. Stanfield, MS, RD, CNS

Nanna Cross, PhD, RD, LDN

Y.H. Hui, PhD

Introduction to the Health Professions, Fifth Edition, continues to bring comprehensive coverage of all the major health professions. The *Fifth Edition* of this popular text outlines more than 70 careers and touches on every major facet of the field including training requirements, job responsibilities, and salaries. It provides a thorough review of the U.S. healthcare delivery system, analyzing the challenges within the system as demographics change and the demand for health care increases while the work force numbers decline. Written specifically for students who plan to become healthcare professionals, this text will give you all the information you need for a successful career.



Instructor Resources: IM, TB, PP



Student Resources: IG, FL, other

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ESSENTIALS OF HEALTH POLICY AND LAW

Joel B. Teitelbaum, JD, LLM

Sara E. Wilensky, JD, MPP

Both of The George Washington University School of Public Health and Health Services

Essentials of Health Policy and Law provides students with a clear understanding of the broad context of health policy and law, the essential policy and legal issues impacting and flowing out of the healthcare and public health systems, and the way health policies and laws are formulated.

"This book is well written and easy to read and use to understand a difficult subject. There are many books that discuss policy and law, but most address, for example, ethics and policy or a specialty law area such as reproduction or mental health and policy. This book is a broad brush of health policy and laws that impact policy creation or implementation. ...The final section that leads students through the process of policy analysis is exceptionally well done."

—Carole A. Kenner, RNC, DNS, FAAN, University of Oklahoma College of Nursing
(for Doody's Book Review Service, November 2008)



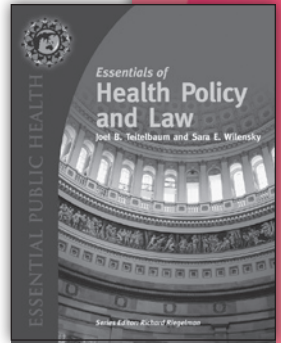
Instructor Resources: PP, TB, SL, other



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ESSENTIAL READINGS IN HEALTH POLICY AND LAW

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Sara E. Wilensky, JD, MPP

Both of The George Washington University School of Public Health and Health Services

Featuring the thought-provoking perspectives of individual authors, policymakers, and judges that span the spectrum of political and social thought, this compilation of carefully selected readings is meant to allow for deeper analysis of the issues covered in the companion textbook, *Essentials of Health Policy and Law*. Part 1 provides a basic overview of public health; Part 2 covers topics in healthcare quality; Part 3 centers on the intersection of policy and law with medicine and ethics; Part 4 offers resources on the topic of health system reform; Part 5 is a series of resources collectively called "Tools for Health Policy Analysis."



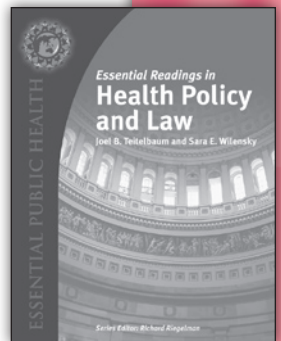
Instructor Resources: SL



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THE NATION'S HEALTH

Seventh Edition

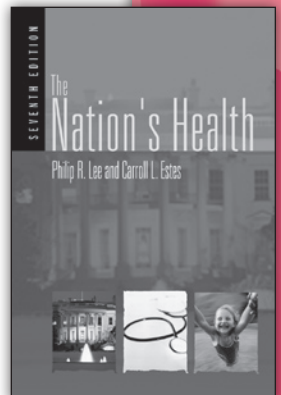
Philip R. Lee

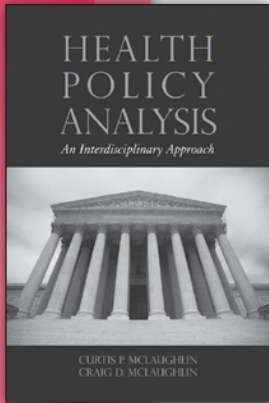
Carroll L. Estes, PhD

Both of The University of California, San Francisco

This compendium of articles provides a clear view of the factors affecting the health of Americans and the role of public health, medical care, and the community in ensuring the nation's health. It emphasizes the health of the population, the determinants of health, women's health, long-term care, and the precarious set of circumstances faced by the nation's public health and healthcare systems as we begin the 21st century.

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HEALTH POLICY ANALYSIS

An Interdisciplinary Approach

Curtis P. McLaughlin, DBA

Kenan-Flagler Business School and School of Public Health, University of North Carolina, Chapel Hill

Craig D. McLaughlin, MJ

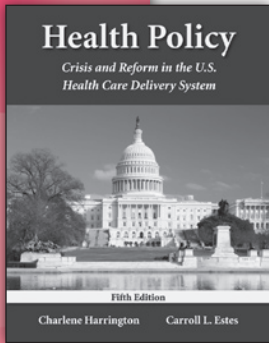
Executive Director, Washington State Board of Health

This innovative text analyzes current U.S. health policy and proposes various alternatives for developing future health policy. Unlike other texts on the subject, it does not attempt to push a single solution set. Rather, it considers the viewpoints of economics, political science, management, communications, technology, and public health. Organized into three sections, *Health Policy Analysis* addresses the context of U.S. health policy, the policy analysis process, and professional response. The authors draw on the experiences of health policies in other countries including Canada and European nations.



Instructor Resources: IM, PP, TB

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HEALTH POLICY

Crisis and Reform in the U.S. Health Care Delivery System Fifth Edition

Charlene Harrington, PhD, RN, FAAN

Carroll L. Estes, PhD

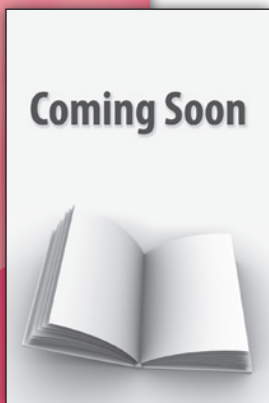
Both of the School of Nursing at University of California, San Francisco

The *Fifth Edition* of *Health Policy* is designed for all health professionals and anyone interested in or involved in the healthcare field. In their thoughtful articles, leading experts in the field explore the most challenging issues facing the United States. New topics include access issues for special population groups; organizational change, labor issues, and quality of care; the economics of health care; and healthcare reform. The content provides information that will enrich the reader's understanding of the specifics and generalities of the problems Americans face in health care, both in the present and in the future. It also provides the impetus for individual and collective action.



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Donna M. Nickitas, RN, PhD, CNA, BC

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Donna J. Middaugh, PhD, RN

University of Arkansas Medical Science College of Nursing

Public Policy and Politics for Nurses and Other Healthcare Professionals provides a nursing focus with an interdisciplinary approach intertwined to create an understanding of the economic, political, and policy dimensions of health care. Using contributors, this reference offers future nurses and healthcare practitioners keen insight and understanding that clinical practice is derived from regulation, laws, and policies that are initiated from public policy and politics.

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ESSENTIALS OF HEALTH ECONOMICS

Diane Dewar, PhD

University at Albany, SUNY, School of Public Health

Essentials of Health Economics provides a step-by-step approach to appreciating the key principles and applications of economics as they apply to current issues in health care and public health. Ideal for undergraduate courses, it offers the tools and concepts students need to understand the debates about the future of our health system. With a writing style that is approachable and intuitive, the reader can easily grasp the concepts without any prior course work in economics or mathematics. It conveys the essence of the economic issues at hand while avoiding complicated methodological issues and focusing on how to do descriptive, explanatory, and evaluative economics in a systematic way.



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Fifth Edition

Phillip Jacobs, PhD

University of Alberta

John Rapoport, PhD

Mount Holyoke University

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Instructor Resources: IM

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Compliance, Consumerism, and Accountability in the 21st Century

Seth B. Goldsmith, ScD, JD

Written to reflect the realities of the 21st century, *Principles of Health Care Management* considers the many outside forces influencing healthcare institutions, and in doing so provides a progressive and modern reference on how to effectively manage a health organization. Using relevant case studies to illustrate key points, this text explains the critical changes and challenges that administrators must deal with as they go about practicing their profession and what students must learn as they begin their study of this vital field.



Instructor Resources: IM, PP

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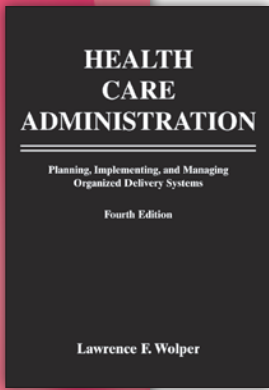
FIFTH EDITION

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PRINCIPLES OF
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IN THE 21ST CENTURY

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Planning, Implementing, and Managing Organized Delivery Systems

Fourth Edition

Lawrence F. Wolper, MBA, FACMPE

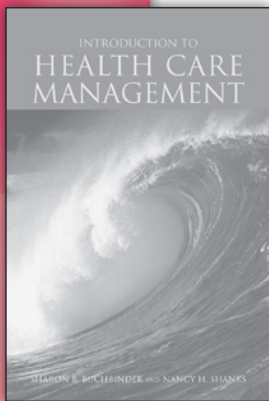
Health Care Administration continues to be the definitive guide to contemporary health administration. It provides comprehensive coverage of detailed functional, technical, and organizational matters that pertain to organized delivery systems. It also extensively covers matters that relate to hospitals and functions that occur at the hospital level. With revisions that reflect the emerging issues in health care, this classic text is a must-have for both health administration students and professionals.



Instructor Resources: PP

Fifth Edition Available December 2009!

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INTRODUCTION TO HEALTH CARE MANAGEMENT

Sharon B. Buchbinder, RN, PhD

Department of Health Science, Towson University

Nancy Shanks, PhD

Department of Health Professions, Metropolitan State College of Denver

Introduction to Health Care Management is a concise, reader-friendly, introductory healthcare management book that covers a wide variety of healthcare settings, from hospitals, to nursing homes, to clinics. Filled with examples to engage the reader's imagination, the important issues in healthcare management, such as ethics, cost management, strategic planning and marketing, information technology, and human resources, are all thoroughly covered. With guidelines, rubrics, and 15 case studies, it is the perfect resource for students of healthcare management, nursing, allied health, and public health.

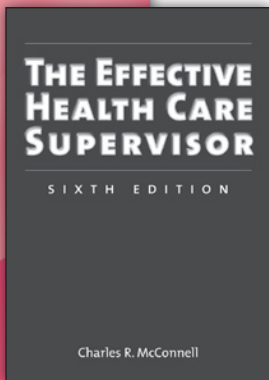
"This is probably the best management text I have seen so far. I was thrilled to receive it."

—Sally K. Fauchald, PhD, RN, Assistant Professor of Nursing,
The College of St. Scholastica



Instructor Resources: PP, TB, SL, other

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THE EFFECTIVE HEALTH CARE SUPERVISOR

Sixth Edition

Charles R. McConnell, MBA, CM

The *Sixth Edition* of this best-selling text continues to offer proven, hands-on, practical applications of both classic and current management principles in the healthcare setting. Packed with strategies, techniques, and tools to build or reinforce your management skills and meet the never-ending challenges that one may face daily as a healthcare supervisor, students and professionals alike will benefit from this classic guidebook that is now more reader-friendly and accessible. This thorough revision features an entirely new chapter devoted to "living with HIPAA." Each chapter begins with a case study to consider while reading the chapter, and ends with a single case or exercise. Chapter review questions have been added to encourage consideration of some of the points made in the chapter.



Instructor Resources: IM, PP

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UMIKER'S MANAGEMENT SKILLS FOR THE NEW HEALTH CARE SUPERVISOR

Fifth Edition

Charles R. McConnell, MBA, CM

Healthcare supervisors are increasingly faced with smaller budgets, fewer workers, greater responsibilities, time pressure, along with what may seem like never-ending people problems. This title provides much needed practical advice for healthcare workers who are new to supervisory roles. It addresses the difficult, frustrating, and time-consuming issues that go with the territory wherever working people provide goods or services for other people.

"This book, truly a working guide for supervisors, ranks among the best. As more issues arise in the area of supervisor/employee relationships, there is a need to address the gray areas in healthcare. Situations are not always black or white, and healthcare contends with issues that do not necessarily have clearly defined boundaries. This book helps readers recognize and solve those issues."

—Jade Gillispie, RN, MHA, DHSc



Instructor Resources: IM, PP, TB



Student Resources: IG, FL

Available May 2009

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HEALTH CARE MANAGER'S CASEBOOK

Second Edition

Charles R. McConnell, MBA, CM

The *Health Care Manager's Casebook* presents a comprehensive collection of case studies for use in continuing education by working healthcare managers, primarily first-line and middle managers, aspiring healthcare managers, and in-service education instructors. It will be equally useful to students of health administration and the various health occupations and professions. The cases are presented in a manner that lends itself to classroom activity, small-group activity, and individual self-study.

Available October 2009

ISBN-13: 978-0-7637-6619-1 • Paperback • 300 Pages • © 2010

MANAGEMENT PRINCIPLES FOR HEALTH PROFESSIONALS

Fifth Edition

Joan Gratto Liebler, MPA, RHIA

Health Information Management, Temple University

Charles R. McConnell, MBA, CM

Management Principles for Health Professionals is a practical guide for aspiring healthcare managers. The customary activities of the manager—planning, organizing, decision making, staffing, motivating, and budgeting—are succinctly defined, explained, and presented with detailed examples drawn from a variety of healthcare settings. Students will learn proven management concepts, techniques, models, and tools for managing individuals or teams with skill and ease.

The *Fifth Edition* is loaded with all-new examples from real-world healthcare settings. It addresses the most current topics in health care such as patient safety initiatives, the Health Insurance Portability and Accountability Act (HIPAA), revenue recovery efforts, and diversity training. An all new chapter addresses the manager's role as an agent of change.



Instructor Resources: IM, PP, TB

ISBN-13: 978-0-7637-4617-9 • Paperback • 552 Pages • © 2008

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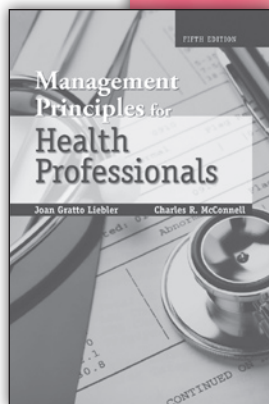


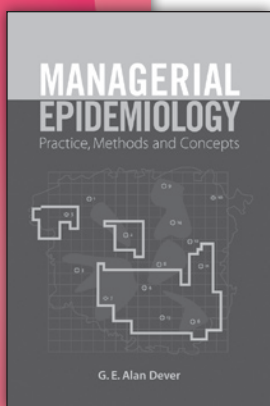
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MANAGERIAL EPIDEMIOLOGY

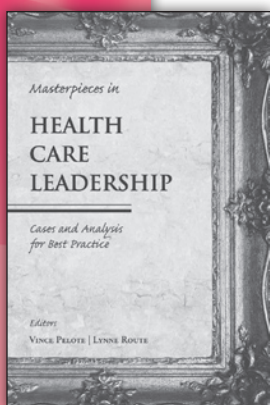
Practice, Methods, and Concepts

G.E. Alan Dever, PhD, MT, MT

Mercer University School of Medicine

Managerial Epidemiology: Practice, Methods, and Concepts offers the most comprehensive overview of the practical application of epidemiology to managerial problems in public and private healthcare settings. The author's broad-based, holistic approach makes this a unique text on the subject. Each chapter provides specific and practical steps with concrete examples for applying the latest epidemiological methods to analyze and solve problems in healthcare management and administration.

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MASTERPIECES IN HEALTH CARE LEADERSHIP

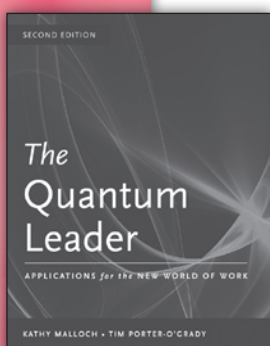
Cases and Analysis for Best Practices

Vincent Pelote, MBA

Lynne Route, RN, BSN, MEd

Masterpieces in Health Care Leadership describes in vivid detail how leaders from nine successful healthcare organizations engage their staff to achieve extraordinary results. Insightful and revealing, the editors use stories to provide a real world framework for building and sustaining a high quality of care. The voices and the passion from the stories will captivate the reader and reveal key behaviors that set these leaders apart. The result is an environment in which leaders nurture and reward their staff and provide support structures that lead to high patient satisfaction and continuous quality improvement.

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THE QUANTUM LEADER

Applications for the New World of Work

Second Edition

Kathy Malloch, PhD, MBA, RN, FAAN

Arizona State University

Tim Porter-O'Grady, PhD, EdD, RN, FAAN

Emory University, Georgia

The Quantum Leader expands principles and behaviors of the best-selling *Quantum Leadership: A Resource for Health Care Innovation, Second Edition* by presenting new and more in-depth challenges for the leader using contemporary case studies and scenarios. Readers will gain insight into the complexities of the work of leadership and develop new approaches to the often seemingly impossible challenges of the complex world of health care. Filled with case studies, scenarios, and additional content, *The Quantum Leader* develops skills so students can be more than merely competent leaders, but rather leaders recognized for their excellence in healthcare leadership.

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COLLABORATION ACROSS THE DISCIPLINES IN HEALTH CARE

Brenda Freshman, PhD

Department of Health Care Administration, California State University, Long Beach

Louis Rubino, PhD, FACHE

Health Administration Program, California State University, Northridge

Yolanda Reid Chassiakos, MD, FAAP

David Geffen School of Medicine, UCLA, and Klotz Student Health Center, California State University, Northridge

Interdisciplinary collaboration is being called for across the healthcare industry, and educators are seeking ways to effectively teach students the related competencies.

Collaboration Across the Disciplines in Health Care brings together esteemed professionals from public health, medicine, nursing, health services and administration, complementary and alternative medicine, and other areas to address this paradigm shift. They present their diverse perspectives on collaboration across the spectrum of the healthcare fields in this interesting and timely text. Using a learning-centered approach, the text is accompanied by companion exercises, games and simulations, creating a thought-provoking learning experience.



Instructor Resources: PP, other

Available March 2009

ISBN-13: 978-0-7637-5558-4 • Paperback • 325 Pages • © 2010

HUMAN RESOURCE MANAGEMENT IN HEALTH CARE

Principles and Practice

L. Fleming Fallon Jr., MD, DrPH, MBA

Bowling Green State University

Charles R. McConnell, MBA, CM

Human Resource Management in Health Care introduces human resources to those who are preparing to work in any area of health care or health service. Written for practitioners and students in all disciplines related to health, it covers important topics such as recruitment, training, termination, legal issues, labor unions, and more. Each chapter is introduced by a case study related to the material that follows. The case study is resolved at the conclusion of each chapter along with expert commentary and practical suggestions that can be used in the real world. Chapters also feature learning objectives, discussion points, and questions to ponder. Many examples and a number of sample forms and documents are included.



Instructor Resources: IM, PP, TB

ISBN-13: 978-0-7637-3531-9 • Paperback • 429 Pages • © 2007

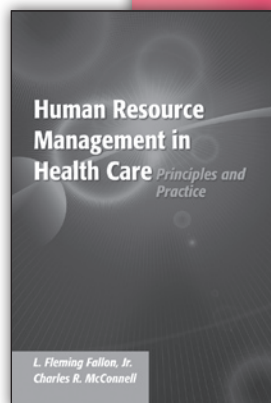
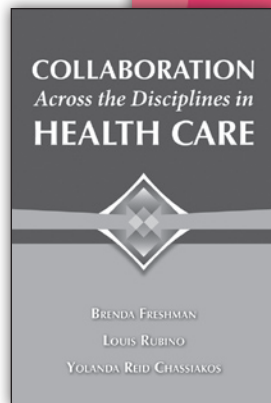
MANAGING HUMAN RESOURCES IN HEALTH CARE ORGANIZATIONS

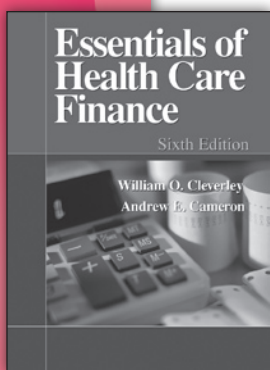
Leiyu Shi, DrPH, MBA, MPA

Johns Hopkins Bloomberg School of Public Health and Johns Hopkins Primary Care Policy Center for the Underserved

Light on complex theoretical language, this relevant, accessible text offers a hands-on approach to studying human resources in various healthcare systems such as hospitals, integrated healthcare systems, managed care settings, private practices, and public health clinics. Each chapter tackles a particular healthcare environment and covers broad spectrum of subjects in human resource design, human resource practice, and human resources management. The book can be used as a stand-alone text in undergraduate or graduate level courses on human resources.

ISBN-13: 978-0-7637-2997-4 • Paperback • 412 Pages • © 2007





ESSENTIALS OF HEALTH CARE FINANCE

Sixth Edition

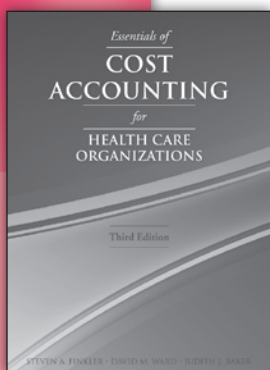
William O. Cleverley, PhD, CPA
The Ohio State University, Columbus
Andrew E. Cameron, PhD, MBA

Essentials of Health Care Finance stands firmly in its place as the leading textbook on healthcare finance. No other text so completely blends the best of current finance theory with the tools needed in day-to-day practice. Useful for all course levels, this text offers a comprehensive introduction to the field. The *Sixth Edition* features: Detailed information on Medicare payment rules; a new chapter detailing the interaction between pricing and managed care contract negotiation; critical coverage of CPT and ICD 9 procedure and diagnosis codes; many examples and illustrations of key financial concepts using real world data; problems and solutions at the end of each chapter.



Instructor Resources: IM, PP, TB

ISBN-13: 978-0-7637-4236-2 • Hardcover • 541 Pages • © 2007



ESSENTIALS OF COST ACCOUNTING FOR HEALTH CARE ORGANIZATIONS

Third Edition

Steven A. Finkler, PhD, CPA
Robert F. Wagner Graduate School of Public Service, New York University
David M. Ward, PhD
College of Health Professions, University of New England
Judith J. Baker, PhD, CPA

This comprehensive text offers an advanced, in-depth look at cost accounting for healthcare managers. Each concept is thoroughly illustrated using practical, real-world examples drawn from every sector of the healthcare industry. Divided into four sections, it covers the foundations of cost accounting, information for planning and control, tools to aid in decision making, and future trends. The *Third Edition* reflects the most recent changes in Medicare/Medicaid and includes an all new chapter on activity-based costing. Challenging exercises in each chapter provide hands-on experience in applying cost accounting techniques to management decision making. An extensive, 500-word glossary provides at-a-glance definitions of critical terms.

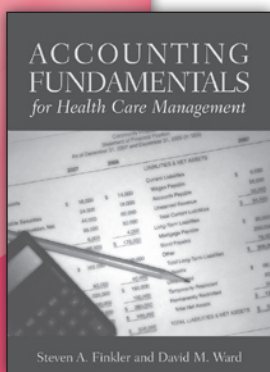


Instructor Resources: IM, PP, TB



Student Resources: Excel Templates, other

ISBN-13: 978-0-7637-3813-6 • Paperback • 484 Pages • © 2007



ACCOUNTING FUNDAMENTALS FOR HEALTH CARE MANAGEMENT

Steven A. Finkler, PhD, CPA

Robert F. Wagner Graduate School of Public Service, New York University
David M. Ward, PhD
College of Health Professions, University of New England

Ideal for an introductory course in financial accounting in both undergraduate and graduate programs, this is the first book that focuses on basic accounting in healthcare management. It contains the vocabulary of and an introduction to the tools and concepts employed by finance officers. It will help anyone assess financial information, ask the appropriate questions, and understand the jargon-laden answers. This book is indispensable for anyone who manages a department and a budget. Includes web-based end-of-chapter questions and problems as well as a number of Excel templates that can help the reader use the various tools presented in the book.



Instructor Resources: IM, PP



Student Resources: Excel templates, other

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HEALTH CARE FINANCE

Basic Tools for Nonfinancial Managers

Second Edition

Judith J. Baker, PhD, CPA

R.W. Baker, JD

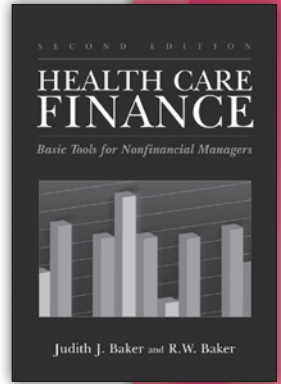
This is the most practical and accessible text for those who need basic financial management knowledge and a better understanding of healthcare finance in particular. Using real examples from hospitals, long-term care facilities, and home health agencies, this user-friendly text includes practical information for the nonfinancial manager charged with budgeting.

All new chapters in the *Second Edition* include: Communicating Financial Information to Others; Comparative Data, Forecasts, and Benchmarking; Business Loans and Financing Costs; Owning versus Leasing Equipment; Putting It All Together: Creating a Business Plan; Assets, Liabilities, and Net Worth; Capital Expenditure Budgets.



Instructor Resources: IM, PP

ISBN-13: 978-0-7637-2660-7 • Paperback • 315 Pages • © 2006



MANAGEMENT ACCOUNTING FOR HEALTH CARE ORGANIZATIONS

Tools and Techniques for Decision Support

Robert W. Hankins, PhD

Department of Health Services Administration, Xavier University of Cincinnati

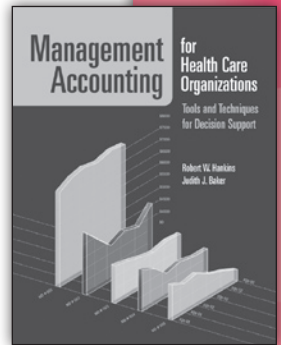
Judith J. Baker, PhD, CPA

Authors Robert Hankins and Judith Baker have drawn on their years of teaching and consulting experience to produce a unique text that combines activity-based management approaches with a solid foundation of basic management accounting concepts. This text carefully guides you through fundamental decision theory, production analysis, cost measurement, and internal reporting concepts—essential skills to support management decisions. Chapter learning objectives, discussion questions, summaries of key points, and exercises help to make this complex subject matter comprehensible and easy for students to apply.



Instructor Resources: IM, TB, PP, SL, other

ISBN-13: 978-0-7637-3225-7 • Hardcover • 467 Pages • © 2004



HEALTH CARE FINANCE AND ECONOMICS

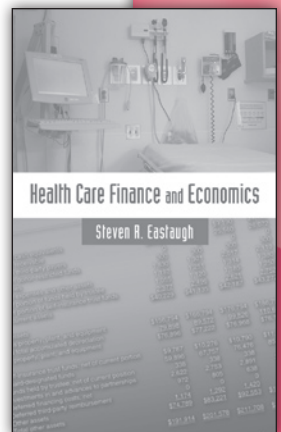
Steven R. Eastaugh, ScD

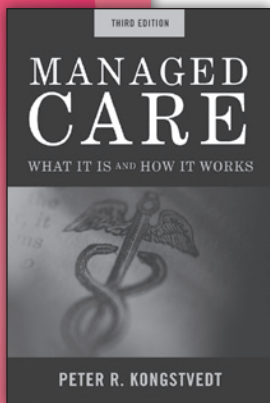
The George Washington University School of Public Health and Health Services,

In terms of health care, Americans want incompatible results—unlimited access to the best care at affordable prices. With health care assuming an increasing proportion of the American economy, it is vital that healthcare managers and providers have a comprehensive understanding of finance and economics. This text will help you meet the considerable challenge of cutting costs while enhancing service quality.

Health Care Finance and Economics provides a complete understanding of financial management and health economics. You'll develop your role as a manager by learning how to: enhance productivity, market strategy, quality, and profitability; manage capital structure, investment decisions, and financial decisions; improve access to health care, promote managed care, and learn from technology assessment studies; and evaluate what a payer can do to buy prudently yet preserve the biomedical strength of the nation.

ISBN-13: 978-0-7637-3146-5 • Paperback • 285 Pages • © 2004





MANAGED CARE

What It Is and How It Works

Third Edition

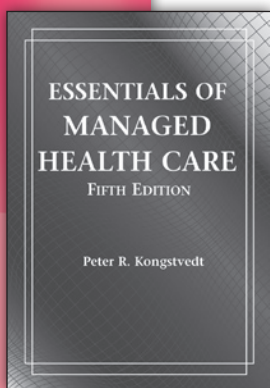
Peter R. Kongstvedt, MD

Managed Care: What It Is and How It Works is a concise introduction to the foundations of the American managed healthcare system. Using straightforward, accessible language, this valuable resource offers an historical overview of managed care, and then walks the reader through the organizational structures, concepts, and practices of the managed care industry. The *Third Edition* has been completely updated with all the newest data on this dynamic industry, and features all new sections on: pay for performance, consumer directed health plans, new approaches to care management, as well as advances in information technology.



Instructor Resources: PP

ISBN-13: 978-0-7637-5911-7 • Paperback • 275 Pages • © 2009



ESSENTIALS OF MANAGED HEALTH CARE

Fifth Edition

Peter R. Kongstvedt, MD

As the most widely used textbook on managed care, *Essentials of Managed Health Care* provides an authoritative and comprehensive overview of the key strategic, tactical, and operational aspects of managed health care and health insurance. With a primary focus on the commercial sector, the book also addresses managed health care in Medicare, Medicaid, and military medical care. An historical overview and a discussion of taxonomy and functional differences between different forms of managed health care provide the framework for the operational aspects of the industry as well.

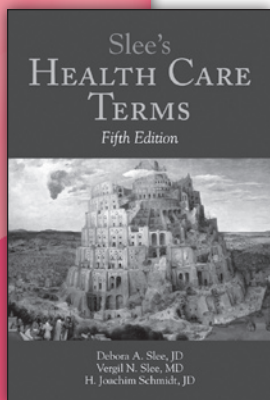
Includes: New chapters on disease management, case management, pharmacy benefits management, behavioral health management, prevention, and the use of data and analysis in care management; New chapters on claims administration, sales and marketing, healthcare consumerism, and the employer's view of managed health care; Completely revised chapter on the new Medicare/Medicaid laws and programs; New chapters on the military health system, managed care in a global context, and HIPAA.



Instructor Resources: IM, TB

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SLEE'S HEALTH CARE TERMS

Fifth Edition

Debora A. Slee, JD

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Now with over 8,000 nonmedical words, phrases, and acronyms related to the healthcare industry, *Slee's Health Care Terms* is the leading healthcare dictionary available today. This multidisciplinary healthcare lexicon covers the broad range of topics that turn up in every public policy or hospital board discussion. It covers finance, managed care, government regulation, legal issues, and more.

“... one of the most complete glossaries of healthcare terms produced. It should be put in the pocket of every healthcare trustee or board member, every healthcare management student and probably every medical student on the first day in a meeting or class.”

— LouAnn Schraffenberger, MBA, RHIA, CCS, CCS-P Univ. of Illinois at Chicago, School of Biomed & Health Info Mgmt (for Doody's Book Review Service)

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FUNDAMENTALS OF STATISTICS IN HEALTH ADMINISTRATION

Robert W. Broyles, PhD

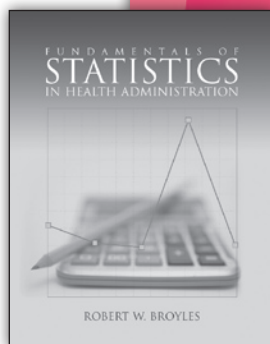
Department of Health Administration and Policy, University of Oklahoma

This text fills the needs of both students and practicing healthcare managers who must apply statistical concepts and methods to real-world healthcare management problems and issues. It covers the fundamentals of statistics in a user-friendly way, with a strong emphasis on practical application in health administration. The text is highly structured with step-by-step instructions throughout. There is an emphasis on Excel and other commonly used programs, although manual calculations are given careful attention as well.



Instructor Resources: PP, other

ISBN-13: 978-0-7637-4556-1 • Paperback • 374 Pages • © 2006



ESSENTIALS OF APPLIED QUANTITATIVE METHODS FOR HEALTH SERVICES

James B. Lewis, ScD

Lee F. Seidel, PhD

Robert J. McGrath, PhD

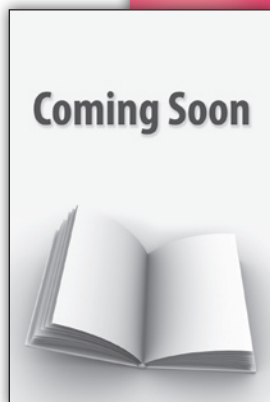
All of the Department of Health Policy and Management, University of New Hampshire

Essentials of Applied Quantitative Methods for Health Services shows students how to use statistics in all aspects of healthcare administration. Offering careful, step-by-step instructions for calculations using Microsoft Excel, this hands-on resource begins with basic foundational competencies in statistics, and then walks the reader through forecasting, system design and analysis, and project analysis. The text stresses the application of concepts, models, and techniques and provides problems involving all of the methods. It is intended to build a student management and planning “tools” repertoire. Ideal for junior and seniors in baccalaureate-level health administration programs as well as first year graduate students in non-MBA health administration programs, this book requires limited previous knowledge of statistics; its mathematical dimension is equal to basic high school algebra.



Instructor Resources: IM

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MEDICAL AND HEALTH SCIENCE STATISTICS MADE EASY

Second Edition

Michael Harris

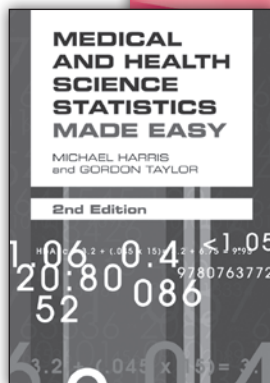
General Practitioner and Senior Lecturer in Medical Education, Bristol, UK

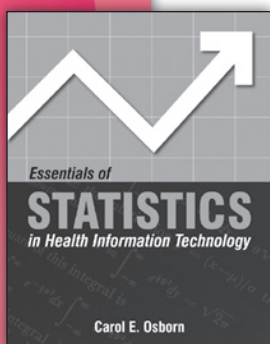
Gordon Taylor

Senior Lecturer, Medical Statistics University, Bath, UK

Medical and Health Science Statistics Made Easy provides health professionals and students with easy-to-understand explanations of key statistical techniques used in medical literature. In a concise and user-friendly format, readers will grasp firm knowledge of medical statistics, including confidence intervals and probability values, numbers needed to treat, tests and other parametric tests, survival analysis, and more. Highlighted examples, exam tips, and items of difficulty make this an ideal primer for all medical and health-related students and professionals.

ISBN-13: 978-0-7637-7265-9 • Paperback • 115 Pages • © 2009





ESSENTIALS OF STATISTICS IN HEALTH INFORMATION TECHNOLOGY

Carol E. Osborn, PhD, RHIA

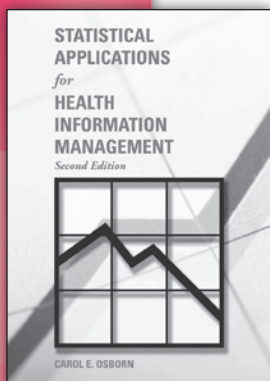
The Ohio State University Health System

Written specifically for health information technology students who need a basic understanding of the topic, this text is ideal for those with a modest background in mathematics and no prior training in statistics. A single case study is woven throughout the book to serve as an example for each statistical process covered. Attention is given to morbidity and mortality measures, graphical display of data, measurement, central tendency and variability, normal distribution and statistical inference, and inferential statistics. With examples in both SPSS and Microsoft Excel, this text is an easy introduction to how statistical techniques can be used to describe and make inferences from healthcare data.



Instructor Resources: PP, TB

ISBN-13: 978-0-7637-5034-3 • Paperback • 292 Pages • © 2008



STATISTICAL APPLICATIONS FOR HEALTH INFORMATION MANAGEMENT

Second Edition

Carol E. Osborn, PhD, RHIA

The Ohio State University Health System



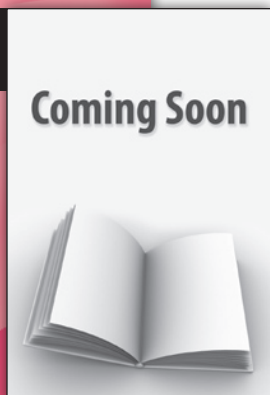
Published in conjunction with AHIMA.

This text covers the basic biostatistics, descriptive statistics, and inferential statistics that are unique to health information management (HIM). It covers the essential theories while emphasizing practical applications that health information management professionals use in the real world every day. Computer applications used in the real world are given careful attention throughout the book, with only a minimal focus on manual applications.



Instructor Resources: IM, PP, TB, other

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ADAPTIVE HEALTH MANAGEMENT INFORMATION SYSTEMS

Concepts, Cases, and Practical Applications

Third Edition

Joseph Tan, PhD

School of Business Administration, Wayne State University

with **Fay Cobb Payton, PhD**

College of Management, North Carolina State University

This book covers all the fundamental concepts of Health Management Information Systems (HMIS), and offers relevant and current HMIS cases throughout. Topics include: information systems from a managerial perspective; roles of CIO/CTO for healthcare services organizations; HMIS hardware/software concepts; HMIS database concepts; HMIS standards, privacy, and security concepts; HMIS communications and networking concepts; HMIS strategic planning; HMIS investigation and analysis; HMIS design, implementation, and evaluation; e-healthcare information systems; healthcare information systems; use of HMIS emerging technologies and its impact on human health.



Instructor Resources: IM, other

Available in June 2009

ISBN-13: 978-0-7637-5691-8 • Hardcover • 450 Pages • © 2010

HEALTH INFORMATION TECHNOLOGY BASICS

A Concise Guide to Principles and Practice

Teri Thomas-Brogan, MS, RHIA

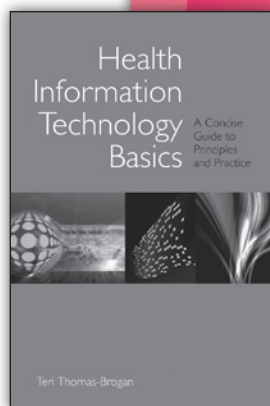
Health Information Technology Department, Griffin Technical College

Health Information Technology Basics gives your students a basic introduction to the fundamental concepts of the health information technology profession. The text begins with an introduction to the U.S. healthcare system and explores career opportunities within the health information profession. The health record is dissected and its various formats—including EHRs—are carefully reviewed. Finally, the text covers medical terminologies and classification systems and outlines the basics of reimbursement systems. Written in reader-friendly, accessible language, this text is ideal for introductory HIT courses in associate degree-level programs at technical and community colleges.



Instructor Resources: IM, PP, TB

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THE COMPREHENSIVE REVIEW GUIDE FOR HEALTH INFORMATION

Carla Tyson-Howard, MHA, EdD, RHIA

Health Information Technology Program, Houston Community College

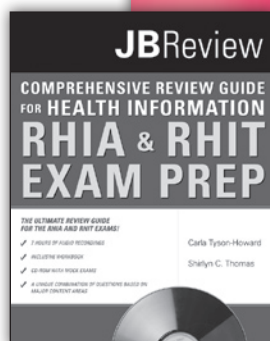
Shirlyn C. Thomas, MEd, RHIA

Executive Director, Holistic Community Development Corporation, Adjunct Instructor, Houston Community College

Perfect for preparing for the RHIA and RHIT exams!

The Comprehensive Review Guide for Health Information serves as a personal tutor for HIM students to review the major learning competencies that will be tested on the RHIA and RHIT exams. This review guide comes complete with a combination review book/workbook, audio tutorials, and a CD-ROM. The workbook section, divided by knowledge clusters, contains short answer, fill in the blank, and matching questions to assess the students' understanding of the competency after using the comprehensive review book section and listening to audio recordings. At the end of every knowledge cluster, a multiple choice test simulates the questions on the national RHIA and RHIT exams.

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MEDICAL INFORMATICS 20/20

Quality and Electronic Health Records through Collaboration, Open Solutions, and Innovation

Douglas Goldstein

Peter J. Groen, MPA

Department of Computer & Information Systems, Shepherd University

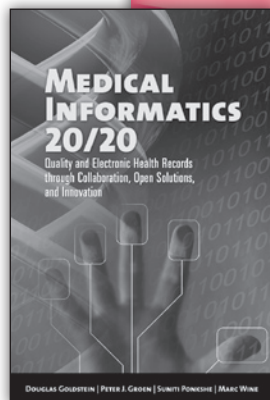
Suniti Ponskshe, MS

Marc Wine, MHA

The George Washington University School of Public Health and Health Services

Medical Informatics 20/20 delivers vital insight and case studies on collaboration, open solutions, and innovation and how they are being used today by leading private sector organizations, governments, and healthcare leaders throughout the world to improve quality and performance. It describes how the world's highest quality and most widely used health information technology system is effectively supporting health systems around the world.

ISBN-13: 978-0-7637-3925-6 • Hardcover • 589 Pages • © 2007



MEDICAL RECORDS AND THE LAW

Fourth Edition

William H. Roach Jr., MS, JD
Robert G. Hoban, JD
Bernadette M. Broccolo, JD
Andrew B. Roth, JD
Timothy P. Blanchard, MHA, JD



Published in conjunction with AHIMA.

"This is an excellent book and a valuable reference for anyone requiring a solid understanding of the legal aspects of medical records and health information. This edition addresses HIPAA requirements and the growth of electronic health record systems and their unique challenges in protecting health information. I wholeheartedly recommend this book to instructors in health information legal courses and to health information practitioners to have as a reference for the perplexing questions that arise on a regular basis concerning the legal aspects of the health records they manage."

—LouAnn Schraffenberger, MBA, RHIA, CCS, CCS-P, Univ. of Illinois at Chicago
School of Biomedicine & Health Information Management
(for Doody's Book Review Service, October 2008)



Instructor Resources: IM, PP, TB

ISBN-13: 978-0-7637-3445-9 • Hardcover • 591 Pages • © 2006

ETHICAL CHALLENGES IN THE MANAGEMENT OF HEALTH INFORMATION

Second Edition

Laurinda Harman, PhD, RHIA
College of Health Professions, Temple University

Published in conjunction with AHIMA.



With four new chapters covering end-of-life issues, electronic information management, vendor interactions, and management, this book tackles the unique ethical problems for integrated delivery systems, managed care, e-health, genetic information systems, and more.

"The 70-plus case studies and decision making matrices to facilitate evaluating and resolving ethical issues faced in the management of health information and the privacy of patient data are my favorite part of the book. This is a sizeable collection of material, but its organization enables a reader to focus on a special area of interest. Each part or chapter of the book stands on its own and provides thorough information on a particular topic, meaning you don't have to read the book cover to cover to gain valuable information."

—LouAnn Schraffenberger, MBA, RHIA, CCS, CCS-P, Univ. of Illinois at Chicago
School of Biomedicine & Health Information Management
(for Doody's Book Review Service, October 2008)

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MEDICAL CODING

What It Is and How It Works

Patricia T. Aalseth, RHIA, CCS, CPHQ

Medical Coding: What It Is and How It Works provides a basic overview of the evolution of medical coding and all the various coding systems, how they relate, and how they function. For those contemplating a career in the coding field, this book is perfect as a basic orientation. It is also ideal for professionals involved in healthcare finance, accounting, law, business, medical practice office management, and health insurance who need a basic understanding of coding.

ISBN-13: 978-0-7637-2739-0 • Paperback • 231 Pages • © 2006

LEGAL ESSENTIALS OF HEALTH CARE ADMINISTRATION

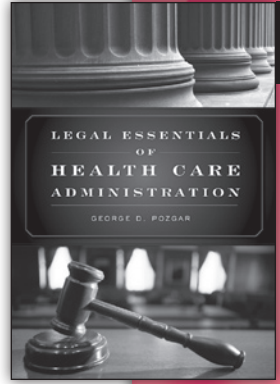
George D. Pozgar, MBA, CHE
Nina Santucci, JD, Legal Review

Legal Essentials of Health Care Administration is a distillation of the most important topics from the widely popular *Legal Aspects of Health Care Administration*, by the same author. Using jargon-free language, readers will gain a solid understanding of what steps providers of care, legislative bodies, patients, patients' families, and advocates can take to help prevent the wide variety of harmful events that are involved in health care. Featuring actual court cases, state and federal statutes, and common-law principles, this book is a sound reference for anyone who wishes to become more informed about how the law, ethics, and health care intersect.



Instructor Resources: PP, TB, other

ISBN-13: 978-0-7637-6130-1 • Paperback • 365 Pages • © 2009



NEW

LEGAL ASPECTS OF HEALTH CARE ADMINISTRATION

Tenth Edition

George D. Pozgar, MBA, CHE
Nina Santucci, JD, Legal Review

The most trusted resource in healthcare law is this classic text from George Pozgar. With more summary tables, less legal jargon, and over 35 new court cases, the 10th edition will provide your students with the most up-to-date information on the newest laws affecting the healthcare industry.

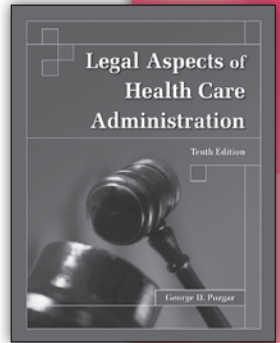
“Like the previous editions, this handy, easy-to-read reference is a practical, at-your-fingertips resource that concisely explains key issues and elements of the legal aspects of healthcare administration. The information is reliably accurate and objective. Once again, this edition rightfully deserves a permanent place on the bookshelves of today’s healthcare innovators, thinkers, scholars, learners, and leaders.”

—Lena Lee-Watson, RN, MBA/HCM, DHSc, University of Phoenix
(for Doody’s Book Review Service, June 2008; Doody’s Rating: 5 STARS!)



Instructor Resources: TB, IM, PP, other

ISBN-13: 978-0-7637-3927-0 • Hardcover • 528 Pages • © 2007



PROBLEMS IN HEALTH CARE LAW

Ninth Edition

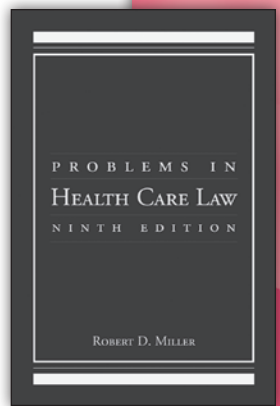
Robert D. Miller, JD

This classic text uses the “problems” approach which analyzes underlying, conflicting public policies and the legal solutions for those problems. It continues to be the helpful one-volume overview of healthcare law that it and its predecessor, *Problems in Hospital Law*, have been since 1968. Topics covered include: organizational, physical, and staffing resources; relationships with patients including both medical decision-making issues and the handling of medical information; financing of healthcare services; and liability issues.



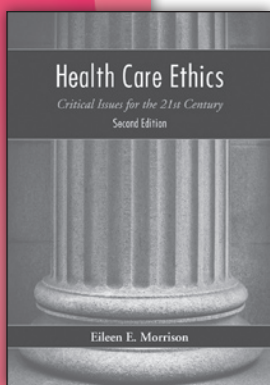
Instructor Resources: IM

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See Also:

Legal Aspects of Elder Care Page 21



HEALTH CARE ETHICS

Critical Issues for the 21st Century

Second Edition

Eileen E. Morrison, EdD, MPH, CHES

Texas State University, San Marcos

Organized around four central themes in healthcare ethics (theoretical foundations and issues for individuals, organizations, and society), *Health Care Ethics, Second Edition* updates Monagle's classic text by bringing together the insights of leading experts in the fields of bioethics, long-term care, health administration, and more. Each chapter features current examples and introduces new thought-provoking concepts. New authors, not found in the *First Edition*, provide chapters on areas of concern such as the ethics of spirituality and the ethics of disaster response. Designed for graduate and upper-level graduate programs, this text will challenge the reader to think beyond the existing system of medicine and inspire further exploration and thought.

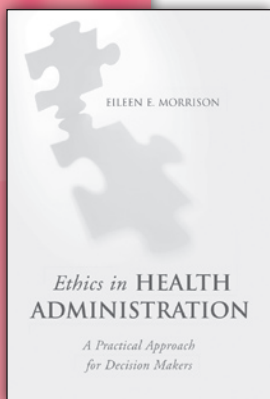
"We have been very impressed with the book. ... It is a great blend of ethical theory with practical, applied cases."

—Sara Hart, PhD, RN, Assistant Professor, Health Policy & Management, University of Kansas, School of Medicine



Instructor Resources: IM, PP

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ETHICS IN HEALTH ADMINISTRATION

A Practical Approach for Decision Makers

Eileen E. Morrison, EdD, MPH, CHES

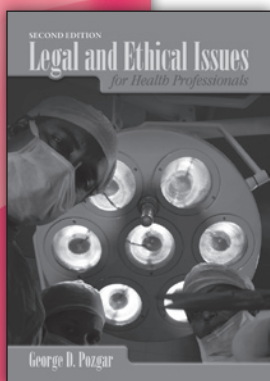
Texas State University, San Marcos

Ethics in Health Administration translates the principles and practice of ethics into usable information for application to the real world of healthcare administration. Based on a model that centers on the administrators' role in practice-based ethics, this text also recognizes influences that impact their ethics in decision making. Fictional cases based on real-world events help to emphasize chapter content and make it interesting for the learner. Each chapter contains at least two cases for class discussion, as well as references and websites.



Instructor Resources: IM, PP

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LEGAL AND ETHICAL ISSUES FOR HEALTH PROFESSIONALS

Second Edition

George D. Pozgar, MBA, CHE

Nina Santucci, JD, Legal Review

John W. Pinnella, MD, DDS, Medical Review

Legal and Ethical Issues for Health Professionals is a concise and practical guide to legal and ethical dilemmas facing healthcare professionals today. This book will help the reader to better understand the issues they will face on the job and its implications in the legal arena. This text presents contemporary topics with a real world perspective and allows the student to develop critical thinking skills.

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LEGAL ASPECTS OF ELDER CARE

Marshall B. Kapp, JD, MPH

Garwin Distinguished Professor of Law and Medicine, Southern Illinois University-Carbondale and Professor Emeritus, Wright State University School of Medicine

Legal Aspects of Elder Care offers excerpts from selected statutes and regulations, judicial opinions, and the legal and healthcare journal literature, as well as commentary on these materials, discussion questions and hypothetical cases, and suggestions of other information sources for the teacher and student. Ideal for courses or programs in health administration, nursing, law, ethics, social work, or gerontology, this text will stimulate class reflection and interaction regarding the meaning and relevance of key legal concepts for the present or future healthcare professional. For the healthcare professional, it will inform and sensitize those who will deal with older persons about some of the current and potentially emerging legal issues they may encounter in providing services to older patients/clients, and to help them respond intelligently to legal issues and the responsibilities they impose.



Instructor Resources: IM, PP, TB

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EFFECTIVE MANAGEMENT OF LONG-TERM CARE FACILITIES

Douglas A. Singh, PhD, MBA

School of Business and Economics, Indiana University at South Bend

Effective Management of Long-Term Care Facilities provides a clear understanding of how the ideal long-term care facility should operate, and how future and practicing nursing home administrators, can hone their skills to deliver quality, cost-effective services. In three sections, it presents an overview of long-term care, an explanation of the key aspects of the external environment that significantly impact the organization, the organizational features of a nursing home, and finally, management and leadership skills that a successful administrator must have.

"Dr. Singh provides a compendium of information needed for successful administration in long-term care. This book clearly defines an administrator's scope of responsibility in these four dimensions of care: physical, social, mental, and spiritual."

—**Mary Tellis-Nayak, RN, MSN, MPH**

President/CEO, American College of Healthcare Administrators



Instructor Resources: PP, other



Student Resources: CQ, WL

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LONG-TERM CARE

Managing Across the Continuum

Third Edition

John Pratt, MHA, FACHE

Long-Term Care Management Institute, Saint Joseph's College of Maine, Maine

Long-Term Care is a must-have reference for graduate students and professionals seeking a better understanding of the long-term care system. Concise yet complete, it clearly defines the various segments of the system, examines how the system developed to its current state, compares it to an ideal system, and projects future trends likely to impact the system. Case studies, discussion questions, and vocabulary terms in each chapter enhance student learning. It covers the full continuum of long-term care in enough detail to develop a sound understanding of the system, yet does not get bogged down in overly-specific detail.



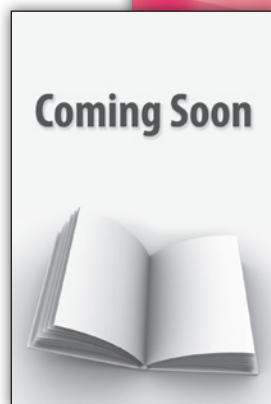
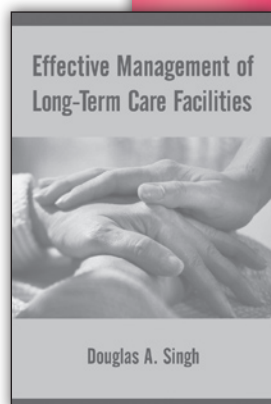
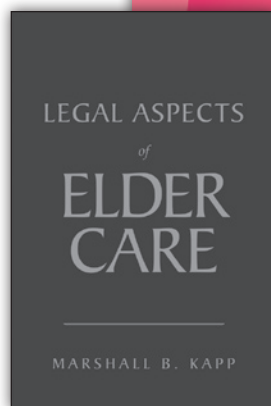
Instructor Resources: PP, TB, other



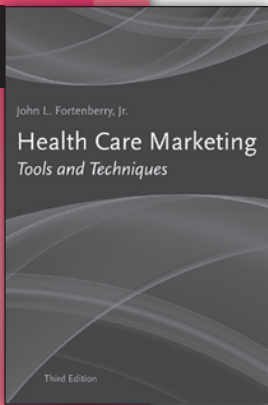
Student Resources: FL, IG, other

Available August 2009

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NEW



HEALTH CARE MARKETING

Tools and Techniques

Third Edition

John L. Fortenberry Jr., MBA, PhD, PhD

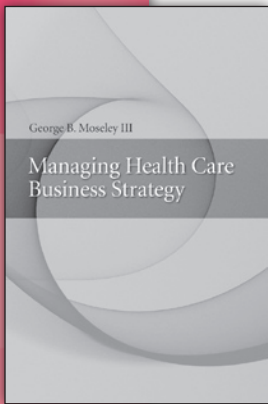
Departments of Marketing and Health Administration, College of Business,
Louisiana State University in Shreveport

Health Care Marketing presents a series of 39 essential marketing tools and demonstrates their application in the healthcare environment. Ideal for higher-level undergraduate or graduate courses, each chapter focuses on a specific marketing tool and can be read as a stand-alone presentation of the topic. Step-by-step guidelines take the reader through techniques that range from time-tested marketing classics to new models that will undoubtedly become classics in time. Examples include: Booz Allen Hamilton's New Product Process, George Day's R-W-W Screen, The Boston Consulting Group's Growth/Share Matrix, Philip Kotler's Segment-by-Segment Invasion Plan, and much more.



Instructor Resources: PP, TB, IM

ISBN-13: 978-0-7637-6327-5 • Hardcover • 275 Pages • © 2010



MANAGING HEALTH CARE BUSINESS STRATEGY

George B. Moseley III, MBA, JD

Harvard University School of Public Health

This is the definitive text on strategic planning and management in healthcare organizations for those pursuing a career in health care in undergraduate, business, and medical schools, as well as ancillary health professions such as nursing or physician assistant. It includes not only a description of the basic multistep process of creating and then managing a strategic plan, but also a detailed look at the role played by the key business functions (finance, marketing, human resources, information technology, and law) as well as specific strategic options (merger/acquisition, reorganization, joint venture) and some of the popular tools for analyzing strategic situations.

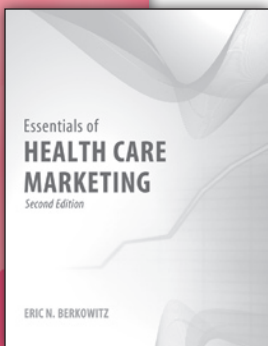


Supplement your course material with current articles from the author's blog at [http://managinghealthcarestrategy.blogspot.com/!](http://managinghealthcarestrategy.blogspot.com/)



Instructor Resources: IM, PP, TB

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ESSENTIALS OF HEALTH CARE MARKETING

Second Edition

Eric N. Berkowitz, PhD

Department of Marketing, Isenberg School of Management, University of
Massachusetts

Essentials of Health Care Marketing, Second Edition provides your students with a foundational knowledge of the principles of marketing and their particular application in health care. Moreover, the text offers a perspective on how these principles must shift in response to the changing environmental forces that are unique to this market. The text is a complete curriculum of marketing management tools and techniques and is ideal for graduate courses, though advanced undergraduates can readily grasp the level of presentation. Filled with examples from a wide array of healthcare providers, health systems, HMOs, physician-hospital organizations, and more, this text covers fundamental topics such as market research, strategy, and the strategic marketing process.



Instructor Resources: IM, PP, TB

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ORGANIZATIONAL BEHAVIOR IN HEALTH CARE

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Stempel School of Public Health, Florida International University

Organizational Behavior in Health Care is a comprehensive, readable, and applied examination of the key topics in organizational behavior from the healthcare manager's perspective. The book carefully looks at individual perceptions and attitudes, diversity, communication, leadership, power, stress, conflict management, negotiation models, group dynamics, team building, and managing organizational change. Case studies and examples are included throughout.

Praise for the First Edition:

"This is a first rate text combining a broad coverage of critical organizational behavior topics with a practitioner's view of health care. It is a complete package of materials to delight any instructor who has had to supplement a good, but incomplete course text with additional materials."

—Eric S. Williams, PhD, Associate Professor of Health Care Management,
University of Alabama at Tuscaloosa



Instructor Resources: PP, SL, other

Available August 2009

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ORGANIZATIONAL BEHAVIOR, THEORY, AND DESIGN IN HEALTH CARE

Nancy Borkowski, DBA, CPA, FACHE

Stempel School of Public Health, Florida International University

In one comprehensive resource, *Organizational Behavior, Theory, and Design in Health Care* integrates the study of organizational behavior and organizational theory within the dynamic context of the healthcare industry. Using a unique meso-perspective, award-winning author Nancy Borkowski explores healthcare organizations from both the micro-level (individual behavior) as well as the macro-level (the organization as a whole). Future and practicing healthcare managers alike will benefit from this reader-friendly text which draws deeply from current research articles, case studies, and healthcare management journals.



Instructor Resources: PP, TB, other

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HEALTH ORGANIZATIONS

Theory, Behavior, and Development

James A. Johnson, PhD, MPA, MS

Central Michigan University and Auburn University at Montgomery

A firm understanding of organizational theory, behavior, and development is essential for future healthcare leaders and managers who are tasked with facilitating and managing the change that is inevitable in modern organizations. In a single volume, *Health Organizations* 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 chapter authors represent leading scholars from health administration, business, public health, management science, public policy, medicine, and education. With numerous case studies, in-class exercises, discussion points, and graphic models, it is an ideal text for undergraduate and graduate students in health administration, nursing, public health, community health, and health professions courses.



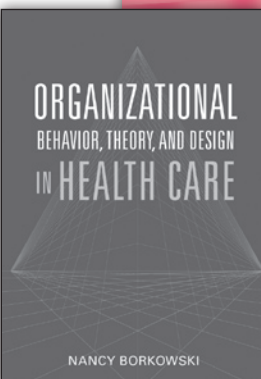
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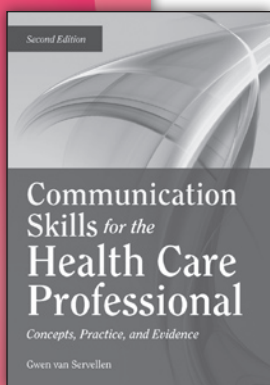
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COMMUNICATION SKILLS FOR THE HEALTH CARE PROFESSIONAL

Concepts, Practice, and Evidence
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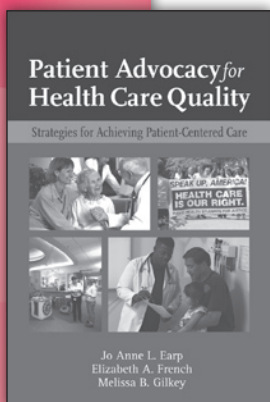
Gwen van Servellen, PhD, RN, FAAN
School of Nursing, University of California, Los Angeles

Communication Skills for the Health Care Professional directly addresses the connection between communication practices and quality patient care outcomes. Ideal for a course on interviewing and therapeutic management of health provider and patient alliances, this text teaches communication skills one at a time, allowing for contiguous mastery over a set of therapeutic interventions. The *Second Edition* features five all new chapters covering: communicating with patients with low literacy; health communications and quality care; health communications to enhance behavioral change; the Internet and communications between patient and provider; altering systems of care and implications for healthcare communications.



Instructor Resources: IM, PP

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PATIENT ADVOCACY FOR HEALTH CARE QUALITY

Strategies for Achieving Patient-Centered Care

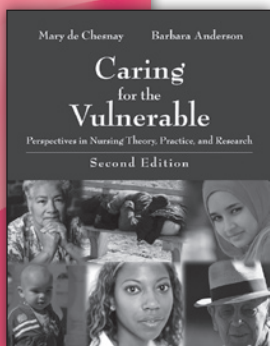
Jo Anne L. Earp, ScD
University of North Carolina at Chapel Hill School of Public Health
Elizabeth A. French, MA
University of North Carolina at Chapel Hill School of Public Health
Melissa B. Gilkey, MPH
Johns Hopkins Bloomberg School of Public Health

As a contribution to the emerging healthcare quality movement, *Patient Advocacy for Health Care Quality* is distinct from any other text of its kind in its focus on the consumer's perspective, and in its emphasis on how advocacy can influence change at multiple social levels. This introductory volume synthesizes patient advocacy from a multi-level approach, and is an ideal resource for graduate and professional students in schools of public health, nursing, and social work.



Instructor Resources: PP, SL, other

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CARING FOR THE VULNERABLE

Perspectives in Nursing Theory, Practice, and Research
Second Edition

Mary de Chesnay, DSN, RN, CS, FAAN
Barbara A. Anderson, DrPH, CNM, CHES
Both of Seattle University College of Nursing

Caring for the Vulnerable explores vulnerability from the perspective of individuals, groups, communities, and populations, and addresses the implication of that vulnerability for nurses, nursing, and nursing care. Organized into six units, the text presents a basic structure for caring for the vulnerable, and forms a theoretical perspective on caring within a cultural context.



Instructor Resources: IM, PP, SL

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CULTURAL COMPETENCY FOR HEALTH ADMINISTRATION AND PUBLIC HEALTH

Patti Rose, MPH, EdD

Barry University and University of Miami

Cultural Competency for Health Administration and Public Health is a reader-friendly introduction to the topics and tools necessary for the application of cultural competency processes in various healthcare settings. The chapters offer an overview of demographic changes in the United States, as well as accreditation requirements for cultural competency, cultural nuances of specific groups, and a comprehensive review of the Culturally and Linguistically Appropriate Services (CLAS) Standards and beyond. Attention is also given to the associated costs, time, and skill sets associated with the process of moving a healthcare organization toward cultural competency. Ideal for senior-level undergraduate or graduate students, readers will gain valuable insight into the process of assessment and its relevance to health administration and public health and will come away with a systematic and disciplined approach to the process of achieving cultural competence.

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Donald Lighter, MD, MBA, FAAP

The Institute for Healthcare Quality Research and Education

Advanced Principles and Methods for Performance Improvement explores the many recent advances in the application of quality improvement approaches in the healthcare industry. It includes a discussion of the underlying forces for change in healthcare organizations, issues relating to statistical analysis and management of healthcare information, as well as comprehensive sections on lean and six sigma applications in health care. This text is excellent as a stand alone text or as a supplement to the first text by Lighter and Fair, *Quality Management in Health Care*, which offers an introduction to the basics of quality improvement for healthcare professionals.

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QUALITY MANAGEMENT IN HEALTH CARE

Principles and Methods

Second Edition

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The Institute for Healthcare Quality Research and Education

Douglas C. Fair

Infinity QS International, Inc.

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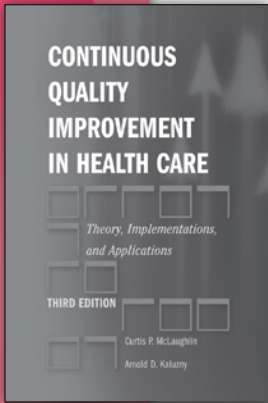
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Third Edition

Curtis P. McLaughlin, DBA

Kenan-Flagler Business School and School of Public Health, University of North Carolina, Chapel Hill

Arnold D. Kaluzny, PhD

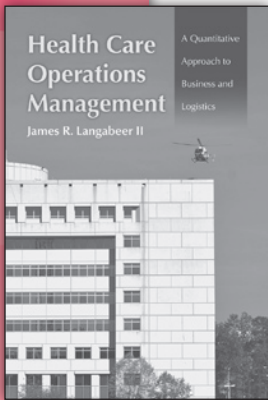
School of Public Health and Cecil B. Sheps Center for Health Services Research, University of North Carolina at Chapel Hill

Through a unique interdisciplinary perspective on quality management in health care, this text covers the subjects of operations management, organizational behavior, and health services research. With a particular focus on **Total Quality Management and Continuous Quality Improvement**, the challenges of implementation and institutionalization are addressed using examples from a variety of healthcare organizations, including primary care clinics, hospital laboratories, public health departments, and academic health centers. With a new focus on reducing medical errors, this thorough revision covers the introduction of CPOE, Baldrige Award criteria, and includes seven new case studies.



Instructor Resources: IM, PP

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HEALTH CARE OPERATIONS MANAGEMENT

A Quantitative Approach to Business and Logistics

James R. Langabeer II, MBA, PhD, CMA, FHIMSS

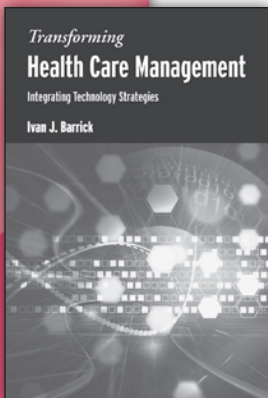
The University of Texas School of Public Health

Health Care Operations Management provides a well-rounded, comprehensive treaty on all aspects of operations management specific to the healthcare industry. Covering everything from hospital finances to project management, patient flows, performance management, process improvement, and supply chain management, this is an ideal text for university courses in healthcare management at all levels. It is written to balance theoretical and practical perspectives, by an author who has served both in senior-level management positions in large health systems and has conducted extensive university research on the topic.



Instructor Resources: PP

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TRANSFORMING HEALTH CARE MANAGEMENT

Integrating Technology Strategies

Ivan J. Barrick, PhD, FACHE

Using straightforward, accessible language, this groundbreaking resource is a comprehensive primer on the most progressive tools and techniques used in assessing healthcare systems and healthcare process effectiveness. **Transforming Health Care Management** presents an integrated, multi-disciplinary approach while focusing on fundamental concepts. It will thoroughly prepare the reader to design, implement, manage, operate, monitor, or improve technology, processes, and programs and is an ideal text for those studying healthcare information technology, operations research, systems analysis, process improvement, or informatics.



Instructor Resources: IM, PP, TB



Student Resources: IG

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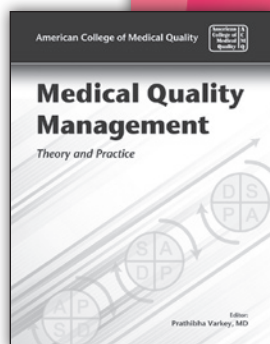
MEDICAL QUALITY MANAGEMENT

Theory and Practice

American College of Medical Quality (ACMQ)

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NEW

FOUNDATIONS OF PATIENT SAFETY FOR HEALTH PROFESSIONALS

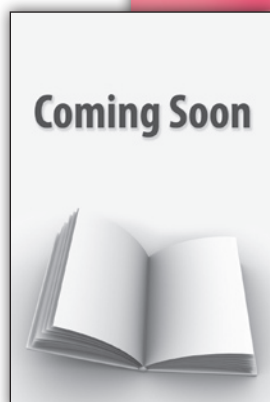
Kimberly A. Galt, Pharm.D

Karen A. Paschal, PT, DPT, MS

Both of Creighton University

The educational needs of health professionals have grown from voluntary to mandatory in the area of integrating science and application of safety principles to healthcare practice. Written in response to these needs, **Foundations of Patient Safety for Health Professionals** focuses on interprofessional communication in order to achieve an effective patient safety culture. Through personal and professional stories, as well as case studies relating to the application of patient safety, this introductory text provides healthcare students with a history of safety and the core concepts of patient safety needed to improve patient care.

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NEW

THE PATIENT SAFETY HANDBOOK

Barbara Youngberg, JD, BSN, MSW

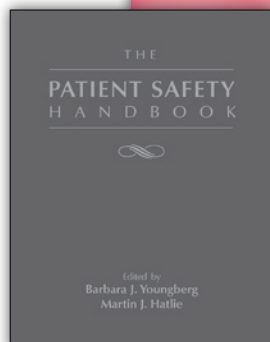
University Health System Consortium, Inc.

Martin J. Hatlie, JD

Partnership for Patient Safety

This comprehensive handbook on patient safety and risk management reflects the goals of many in the healthcare industry to advance the reliability of healthcare systems worldwide. Covering the full spectrum of patient safety and risk reduction, it builds from the fundamentals of the science of safety, to a thorough discussion of operational issues and the actual application of the principles of research. Real-life case studies from prominent healthcare organizations and their leadership help you apply proven strategies to your patient safety program.

ISBN-13: 978-0-7637-3147-2 • Hardcover • 779 Pages • © 2004





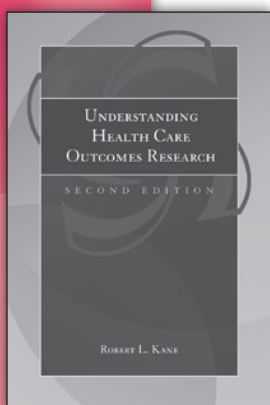
HEALTHCARE OUTCOMES MANAGEMENT

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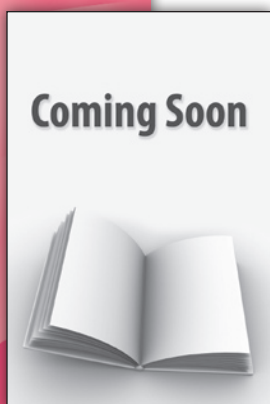
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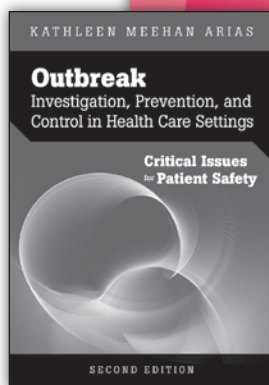
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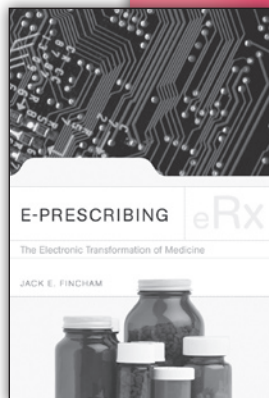
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Department of Pharmacy Practice and Administrative Sciences, University of Missouri–Kansas City

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HEALTH CARE SERVICE CULTURE HANDBOOK

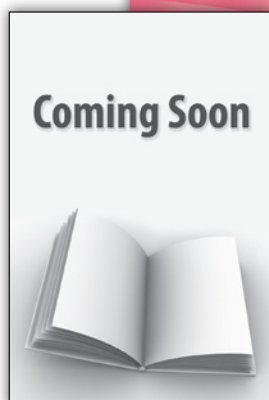
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