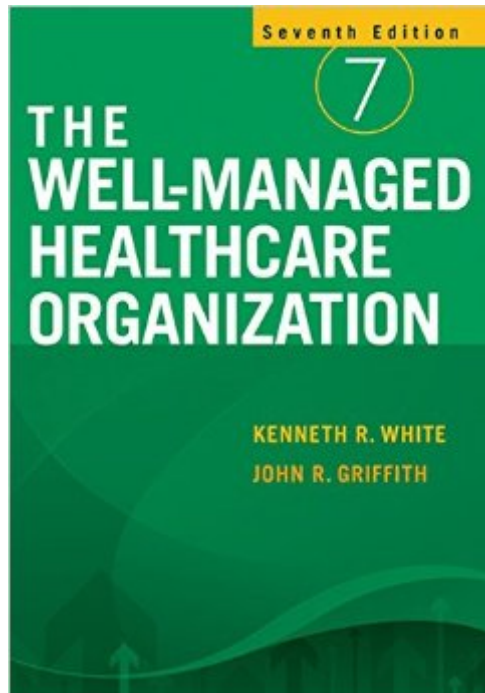


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# The Well-Managed Healthcare Organization



## Synopsis

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

## Book Information

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## Customer Reviews

This was an assigned text that I had access to via ebook. I liked it so much I bought the hardcopy

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

Just took the exam cold (i.e. no studying) on 1/30/16 and received a PASS, average ~75% section scores. Finished in 2 hours. Here are my thoughts: -The questions fall into 3 categories: Obvious (i.e. can deduce using simple logic), Experience based (i.e. require 3-5 years min of healthcare experience), Very specific to the text (i.e. you would have to memorize the study books for weeks to know). -Given that the exam is only \$200, and the study books/courses run multiples of this in cost, I would recommend first taking the exam cold and if you don't pass, then purchase all of the study materials and focus based on your section scores. The ROI to hit the 3rd category of questions is simply not worth it unless you either have an abundance of time or want to read the book for its own sake. Just my opinion.

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

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

This is a really good book that is useful for several classes and several areas of study. It covers a wide range of issues in healthcare from management to facilities planning. It's a good resource too for the ACHE exam for those who want to get a head start and begin preparing for the certification exam in healthcare management. I liked the chapters on governance and board structures in healthcare as that's not covered well in other texts. A good book and a keeper!

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

This book will put you to sleep, so give it plenty of time when you need to read the chapter. It is, however, a good book to keep on the shelf and reference from as it has pretty current information and guidelines to follow.

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

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