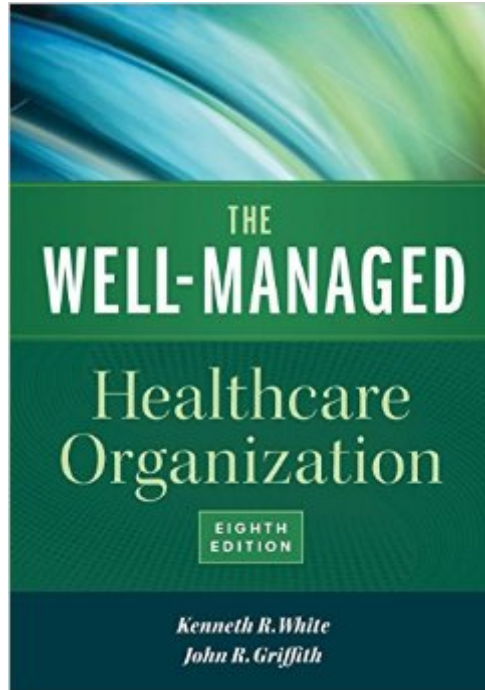


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# The Well-Managed Healthcare Organization, Eighth Edition



## Synopsis

The Well-Managed Healthcare Organization is the most comprehensive text on healthcare management. Drawing on the experiences of high-performing and Baldrige Award-winning organizations, it details how to manage a healthcare organization using evidence, best practices, benchmarks and a culture of continuous improvement. This popular resource has prepared thousands of healthcare management, nursing, medical, allied health, and health information management students to effectively lead in healthcare organizations. New in the eighth edition: Content throughout the book that explains how the Affordable Care Act (ACA) impacts healthcare management Discussion of contemporary care models including Accountable Care Organizations and patient-centered medical homes Coverage of Joint Commission emergency management oversight requirements Discussion of pursuing high reliability to improve outcome measures such as mortality or readmissions Updated information about meaningful use, big data, and access to clinical information Expanded coverage of HR issues including recruitment, retention, training, workforce planning, diversity, and inclusion New examples from ambulatory care and long-term care settings

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## Customer Reviews

An excellent text reviewing Baldrige winners' approach to management and success. It is inspiring in it's discussion of transformational culture and servant leadership. It is a great overview of the breadth and depth of healthcare organizations as well. I recommend it for new health care leader, or

even seasoned leadership/COO/CEO, as this goes over how the very best are doing it- today...

nice text. The first chapter is just hard to follow, but the rest of the book is good. Price was a little high though.

Extremely informative. Great book.

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