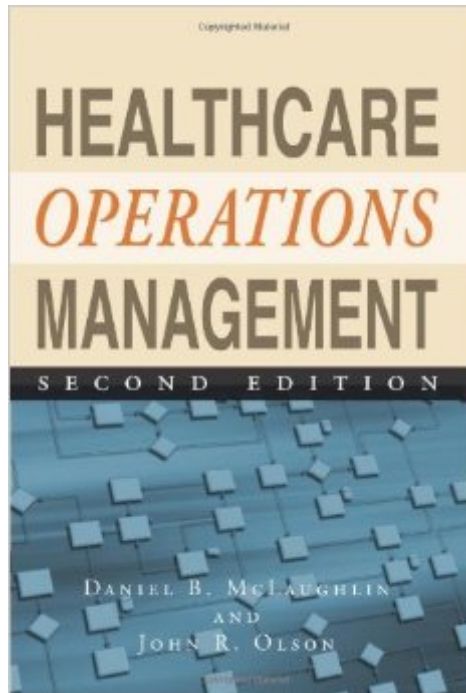


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# Healthcare Operations Management, Second Edition



## Synopsis

This book focuses on operations management and the strategic implementation of programs, techniques, and tools for reducing costs and improving quality. It covers the basics of operations management and explains how operations and process improvement relate to contemporary healthcare trends such as evidence-based medicine and pay-for-performance. The book's practical approach includes real-world examples to illustrate concepts and explanations of software tools that solve operational problems. This second edition has been thoroughly revised to address current issues facing healthcare managers. Major revisions include extensive updates to the chapters on statistical tools, Six Sigma, and the Lean enterprise. The chapter on project management now includes information on agile, and the chapter on scheduling and capacity management has been substantially rewritten and expanded. A new chapter on improving financial performance with operations management has been added. Key Features: Emphasizes the importance of operations management in implementing the Affordable Care Act Aligns strategic and operational goals, including the use of project management tools and balanced-scorecard techniques to execute and monitor projects Thoroughly explores performance tools, techniques, and programs, including Six Sigma, the Lean enterprise, and simulation Applies process improvement tools to supply chain management, scheduling, and other healthcare issues Includes chapter overviews, a running glossary, discussion questions, and problems for each chapter

## Book Information

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## Customer Reviews

There's a fair amount of unnecessary junk in this book. There's almost an entire page describing the history of the philosophical nature of knowledge. Occasionally the writing will slide into mush-mouthed business jargon. The book itself is mostly generic supply chain information, with sprinkles of healthcare information. This makes it good for medical people with no operations backgrounds, but very redundant for SCM people with no healthcare background. Overall it's okay, but it could be better.

A very well thought out book. Well organized, can be read in sequence or jumping to individual chapters. Most importantly, each area has links to examples and resources that complement the information in the book. Topics are reviewed clearly but succinctly. There are very good references, but just enough. This book serves as a very good introduction for a starting to mid level student of the field. It could be used for a more complex program, the key is the complexity of the applications, but the approach and organization and tools it reviews are essentially the same. The early to mid chapters are more basic and foundational. The last third is more advanced and leads to putting it all together. A very good book with excellent resources that amplify and expand topics, tools, and procedures. Easy to read, with multiple clear diagrams.

This book has helped me more in my MHA degree than any other book assigned to me or scholarly journal article read. I have recommended it to my colleagues who are not in school it's been that helpful to gain understanding of concepts at the operation level. Highly recommend for anyone in healthcare management

Easy to read, informative, and covers the subject area very well. Using this for an online certification course. Would really like to see it in a Kindle format.

I had to buy this ridiculously expensive book for one of my graduate school courses, and it was such a waste of money. The content is pretty worthless.

Haven't read more than two chapters so far, it seems interesting!

Excellent book for solid foundation for health care leaders

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