

# INTRODUCTION TO HEALTH CARE MANAGEMENT 2ND EDITION Read Free



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Author: Buchbinder  
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This second edition features a new chapter devoted exclusively to the use of high-reliability concepts that help organizations achieve safety, quality, and efficiency goals. Your students will learn about the following topics: Quality characteristics most important to healthcare stakeholders, including payers and consumers Regulatory mandates and accreditation standards that influence healthcare quality activities Proper techniques for gathering and effectively analyzing healthcare performance measurement data New technology-based services that will improve the patient experience Key tactics and strategies that organizational leaders and improvement project teams must implement to accomplish quality goals Methods for redesigning healthcare processes to achieve more reliable performance Patient safety initiatives that reduce harmful medical errors Resource management activities that improve continuity of care and prevent service over and underuse Organizational factors that affect quality management and performance reliability.

Product Details About the Author. About the Author Patrice L. Spath, MA, RHIT, is a health information management professional with broad experience in healthcare quality and safety improvement. For more expert insights, read RN turned health care manager Sharon B. Buchbinder's guest blog posts or take a look at the upcoming Cases in Health Care Management. Buchbinder, management.

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