

CONTENTS

Foreword by Gary Filerman, Ph.D.	xi
Preface	xiii
Chapter 1 Strategic Human Resources Management	1
<i>Myron D. Fottler, Ph.D.</i>	
Chapter 2 Healthcare Workforce Planning	25
<i>Thomas C. Ricketts, III, Ph.D.</i>	
Chapter 3 Healthcare Professionals	43
<i>Kenneth R. White, Ph.D., FACHE; Dolores G. Clement, Dr.P.H.; and Kristie G. Stover, M.B.A., CHE</i>	
Chapter 4 The Legal Environment of Human Resources Management	71
<i>Beverly L. Rubin, J.D., and Bruce J. Fried, Ph.D.</i>	
Chapter 5 Workforce Diversity	113
<i>Rupert M. Evans, Sr., FACHE</i>	
Chapter 6 Job Analysis and Job Design	133
<i>Myron D. Fottler, Ph.D.</i>	
Chapter 7 Recruitment, Selection, and Retention	163
<i>Bruce J. Fried, Ph.D.</i>	
Chapter 8 Organizational Development, Training, and Knowledge Management	205
<i>James A. Johnson, Ph.D.; Gerald R. Ledlow, Ph.D., CHE; and Bernard J. Kerr, Jr., Ed.D., FACHE</i>	

Chapter 9	Performance Management.....	223
	<i>Bruce J. Fried, Ph.D.</i>	
Chapter 10	Compensation Practices, Planning, and Challenges	247
	<i>Howard L. Smith, Ph.D.; Bruce J. Fried, Ph.D.;</i>	
	<i>Derek van Amerongen, M.D.; and John Crisafulli, M.B.A.</i>	
Chapter 11	Creating and Maintaining a Safe and Healthy Workplace	291
	<i>Michael T. Ryan, Ph.D., C.H.P., and</i>	
	<i>Anne Osborne Kilpatrick, D.P.A.</i>	
Chapter 12	Managing with Organized Labor	301
	<i>Donna Malvey, Ph.D.</i>	
Chapter 13	Nurse Workload, Staffing, and Measurement.....	331
	<i>Cheryl B. Jones, Ph.D., R.N., and George H. Pink, Ph.D.</i>	
Chapter 14	Human Resources Budgeting and Employee Productivity	357
	<i>Eileen F. Hamby, D.B.A., M.B.A.</i>	
Chapter 15	Creating Customer-Focused Healthcare Organizations	375
	<i>Myron D. Fottler, Ph.D., and Robert C. Ford, Ph.D.</i>	
Chapter 16	Present Trends That Affect the Future of Human Resources Management and the Healthcare Workforce	399
	<i>Bruce J. Fried, Ph.D., and Myron D. Fottler, Ph.D.</i>	
	Index.....	417
	About the Authors.....	423