Healthcare Operations Management, Second Edition 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, such as Excel and Project, that solve operational problems.

WHAT’S NEW IN THIS EDITION

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 project management, 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.

Scroll down to see the complete chapter listing!

CHAPTER BREAKDOWN

Part I Introduction to Healthcare Operations

1 The Challenge and the Opportunity
2 History of Performance Improvement
3 Evidence-Based Medicine and Value-Based Purchasing

Part II Setting Goals and Executing Strategy

4 Strategy and the Balanced Scorecard
5 Project Management

Part III Performance Improvement Tools, Techniques, and Programs

6 Tools for Problem Solving and Decision Making
7 Statistical Thinking and Statistical Problem Solving
This edition is accompanied by a robust and interactive learning system with separate, coordinated sites for students and certified instructors.

For students: Companion Website (see ache.org/books/OpsManagement2) that contains:

- Additional learning tools, including Excel templates, instructional videos, tutorials, exercises, and PowerPoint presentations for each chapter. Also provided are links to webcasts, web demonstrations, and case studies related to specific topics.

For certified instructors: The following teaching aids are *ONLY* available to instructors:

- Test bank, answers or discussion points for the end-of chapter questions and exercises, teaching tips, and recommended teaching cases.

For access, please e-mail hap1@ache.org and include your course, university, and department names as well as a phone number we can call to verify your employment as an instructor.