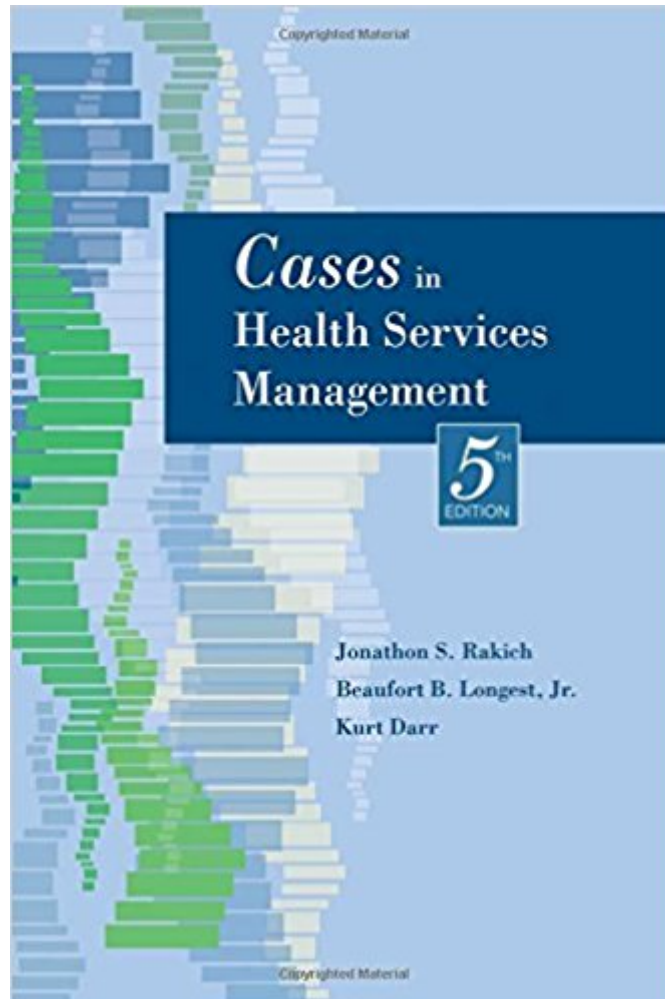


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# Cases In Health Services Management, Fifth Edition



## Synopsis

Health services management students need more preparation than ever to solve the problems they will confront in the increasingly complex health services environment. *Cases in Health Services Management, Fifth Edition*, presents 28 challenging cases (10 new to this edition) that address pivotal issues students will encounter as administrators and managers: quality improvement, strategic planning, ethical dilemmas, organizational dynamics, cost-benefit analyses, resource utilization, and more. Students can hone their management acumen with real-life case examples like these: \*When an advance in medical technology significantly improves the outcomes of a common procedure but triples its cost, can the needs of patients, hospitals, and insurers be reconciled? \* After a collapse in leadership in the face of unrest among internal staff and external service providers, can a new hospital administrator implement a culture change to introduce greater transparency and a self-management learning style? \* A hospital merger requires consolidation of duplicated services and careful scrutiny of a premier burn center whose continuation or closure has financial, community, and organizational ramifications. \* Deciding whether to remove an entrenched founder and CEO from a national 400-facility, multi-level long-term care health system that is in a downward financial spiral poses significant challenges to its board of directors. \* The leadership and strategic planning required to manage rural hospitals emerges as a new CEO tries to turn around a struggling facility's fiscal picture and solve chronic physician recruitment problems against a backdrop of local concerns. Providing an exceptional framework for classroom discussion and practice in decision making, *Cases in Health Services Management* is an outstanding casebook for capstone and issues courses and a valuable supplement for health services courses in organization and management, strategic planning, finance, and marketing.

## Book Information

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Received a box with vitamin pills instead of the book, and now I can't rent it again :(Of course, i returned it, but I'm Very dissapointed.

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