

<<健康服务管理>>

图书基本信息

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内容概要

In a health industry which is dynamic and under pressure, community expectations and demands for quality health services are increasing, as are costs of these services. Despite more dollars, the demands are outstripping the available resources. Governments demand value for money and balanced budgets. Morbidity patterns are changing as populations age. Chronic diseases are complex to manage and require collaborative approaches. In this context of change there is a need for highly skilled health service managers. A text for students and practising managers, *Managing Health Services: Concepts and Practice* deals with the concepts and strategies of effective management and leadership within the modern health care context. The authors recognise that the key is education, and envision an interactive and ongoing cycle of learning, involving managers' personal resources in the interest of improving organisational performance. Reading and learning are assisted by the use of case vignettes, instructive tables, figures, discussion questions and excellent reference lists. The final chapter on applying theory to practice presents a number of longer cases with suggestions on how they might be used to assist learning. The authors are senior health management academics and practising health care managers. In each chapter, academics who are members of the Society of Health Administration Programs in Education, devoted to excellence in tertiary health service management education and research, are teamed with members of the Australian College of Health Service Executives who are practising managers. This careful collaboration has produced a modern, authoritative and highly relevant text.

书籍目录

Contributors Preface Acknowledgments Abbreviations PART ONE: HEALTH SERVICE MANAGERS Chapter 1 Learning management (and managing your own learning) David Legge and Pauline Stanton Learning objectives Introduction A framework for management education planning in health service organisations Organisational performance What is it that managers do? How do managers do what they do? About learning Personal resources Organisational learning Management development Discussion questions References Chapter 2 The changing role and ethical mandate of the health service manager Brian Stoffell, Mary G Harris and David Legge Learning objectives Introduction Who is a health service manager? The ethical mandate of the health service manager The changing role of the health service manager The future role of the health service manager ConclusionPART TWO: ORGANISATIONAL ENVIRONMENTS-IMPACT ON HEALTH SERVICE MANAGERS AND ORGANISATIONS PART THREE: HEALTH SERVICE MANAGEMENT PRACTICE-WORKING WITH PEOPLE PART FOUR: HEALTH SERVICE MANAGEMENT PRACTICE-WORKING WITH INFORMATION PART FIVE: HEALTH SERVICE ORGANISATIONS PART SIX: IMPROVING ORGANISATIONAL PERFORMANCE PART SEVEN: APPLYING THEORY TO PRACTICE Index

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