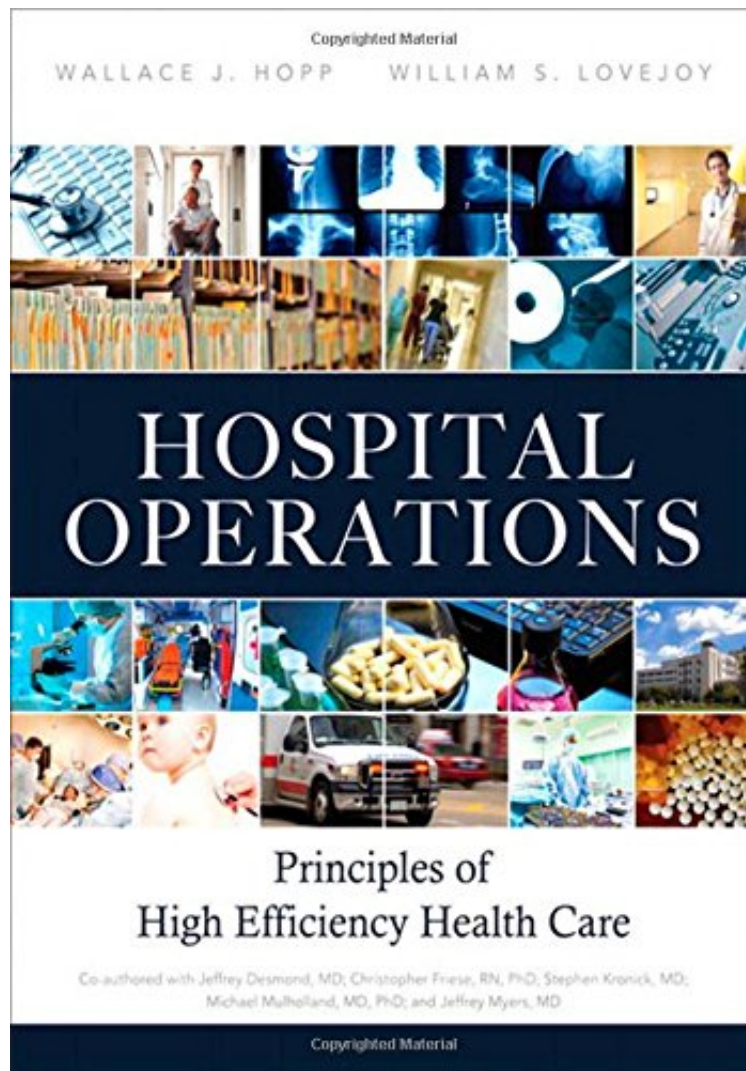


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Hospital Operations: Principles of High Efficiency Health Care (FT Press Operations Management)

Wallace J. Hopp, William S. Lovejoy

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Wallace J. Hopp, William S. Lovejoy : Hospital Operations: Principles of High Efficiency Health Care (FT Press Operations Management) before purchasing it in order to gauge whether or not it would be worth my time, and all praised Hospital Operations: Principles of High Efficiency Health Care (FT Press Operations Management):

1 of 2 people found the following review helpful. Pointed and direct By Customer This book is written for a specific audience, those who can make a change in the way hospitals run. Every person who has sat in a ED waiting room can see the problems. The administrators seem to be blind to it and this book could help solve the very things that plague

the entire system today. If every ED had an attached quick care type clinic, and the triage nurse would send those who were not emergent to the clinic, it would save the ED time and resources, and the ED would be only a door or hall away if the urgent becomes emergent. Little things like this are outlined in this book, and it would change the way we provide emergency hospital care if even half the suggestions were adapted at each ED. 0 of 0 people found the following review helpful. Check it out. By Jason Brown I have only gotten through a chapter or two but I like how up-to-date the information is. I finished my MBA in healthcare administration but didn't have an operations class. I wanted to brush up on the subject and this looks to be a good choice for anyone looking to do the same. 0 of 0 people found the following review helpful. Excellent Overview. By Mitchell Kent This book provided an excellent overview of the daily operations in a hospital setting. It highlighted the issues facing both the clinical and business management teams using real world scenarios. A great read!

By one estimate, the U.S. wastes \$480 billion annually on healthcare expenditures that don't improve care. Worse, because of faulty systems — not personnel — up to 98,000 people die every year due to preventable medical errors — and that doesn't count non-terminal events such as hospital-acquired infections. In *Hospital Operations*, two leading operations management experts and four senior physicians demonstrate how to apply new OM advances to substantially improve any hospital's operational, clinical, and financial performance. Replete with examples, this book shows how to diagram hospital flows, trace interconnections, and optimize flows for better performance. Readers will find specific guidance on improving emergency departments, operating rooms, hospital floors, and diagnostic units; and successfully applying metrics. Coverage includes: reducing ER overcrowding and enhancing patient safety; improving OR scheduling, enhancing organizational learning, and responding to surgeons and other stakeholders; improving bed availability, optimizing nurse schedules, and creating more seamless patient handoffs; reducing lab turnaround time, improving imaging responsiveness, and decreasing lab errors; successfully applying the right metrics for every facet of hospital performance. The authors conclude by previewing the "Hospital of the Future," addressing issues ranging from prevention and self-care to the evolution of technology and evidence-based medicine.

From the Back Cover *Advanced Operations Management Solutions for Improving All Facets of Hospital Performance: Operational, Clinical, Financial, and Organizational* • Provides a concise summary of basic management principles, framed in hospital terms • Describes a practical approach to leveraging management principles to improve hospital practices • Provides a structured framework for addressing the most pressing challenges facing hospitals now and in the future • By one estimate, the United States wastes \$480 billion annually on healthcare expenditures that don't improve care. Worse, because of faulty systems (not personnel), up to 98,000 people die annually due to preventable medical errors — and that doesn't even count non-terminal events such as hospital-acquired infections. • In *Hospital Operations*, two leading Operations Management experts and five practicing clinicians demonstrate how to apply new OM advances and metrics to substantially improve any hospital's performance. Replete with examples, *Hospital Operations* shows how to generate principles-driven breakthrough ideas to systematically improve emergency departments, operating rooms, nursing units, and diagnostic units. The authors conclude by previewing the "Hospital of the Future," addressing issues ranging from prevention and self-care to emerging technologies and the growing maturity of evidence-based medicine. • This unique resource will be indispensable to all healthcare operations managers/executives and related healthcare professionals. Students in hospital management courses will also find sufficient history and institutional knowledge to take full advantage of it without prior knowledge of health care systems. Most health care debates center on the best political and economic structure to promote health and health care. Whether they advocate a centralized, single-payer system, a decentralized market-based system, or anything in between, such debates tend to abstract away from actual hands on medical practice — a dangerous oversimplification. All the value in any conceivable system is only realized in the actual delivery, when hands touch patients. Everything else is prelude. • *Hospital Operations* focuses exclusively on the health care delivery process to generate insights and tools for improving hospital performance regardless of the political or economic environment. Specifically this book helps hospital administrators and clinicians to: • Reduce ED over crowding • Improve patient safety • Enhance OR scheduling • Strengthen organizational learning • Improve bed availability • Optimize nurse schedules • Create seamless patient handoffs • Reduce lab turnaround time and errors • Improve imaging responsiveness • Improve cost efficiency • Sharpen strategic focus and prepare their hospitals for the increasingly competitive health care market of the future