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Michael Brown
Publisher

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Many of our textbooks are accompanied by online instructor and student resources. Wherever these resources are available, they are noted as follows:

Instructor Resources:
AK = Answer Key
CS = Case Studies
IM = Instructor’s Manual
PP = PowerPoint Slides
SL = Sample Syllabus
TB = TestBank

Student Resources:
CP = Crossword Puzzles
CQ = Interactive Chapter Quizzes
FL = Interactive Flashcards
IG = Interactive Glossary
WL = Web links
XL = Excel Spreadsheets

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- Basics of Health Care Performance Improvement: A Six Sigma Approach by Donald Lighter
- The Health Care Manager's Legal Guide by Charles McConnell
- Implementing Global Continuous Quality Improvement in Health Care by Curtis McLaughlin, Julie K. Johnson, and William A. Sollecito
- Introduction to Health Care Management, Second Edition by Sharon Buchbinder and Nancy Shanks
- Legal Aspects of Health Care Administration, Eleventh Edition by George Pozgar
- Legal Issues in Occupational Safety by Thomas Schneid and Michael Schumann
- Managing Emergencies and Crises by Naim Kapucu and Alpaslan Ozerdem
- Continuous Quality Improvement in Health Care, Fourth Edition by William A. Sollecito and Julie K. Johnson
- Public Relations Strategies and Skills in Health Care by Nancy J. Hicks and Christina M. Nicols
- Strategic Planning for Health Care Organizations by Nancy Borkowski and Martin Perlin
Health Care USA
Understanding Its Organization and Delivery, Seventh Edition

Harry A. Sultz, DDS, MPH, Kristina M. Young, MS
Both of the School of Health Related Professions, State University of New York at Buffalo

Ideal for students across a variety of disciplines such as public health, medicine, nursing, health administration, and other health professions, Health Care USA provides a balanced, comprehensive introduction to the U.S. healthcare system and an overview of the professional, political, social, and economic forces that have shaped it and will continue to do so.

The Seventh Edition has been thoroughly revised to reflect the most recent changes of this growing and dynamic industry. All key financial, utilization, and other data have been thoroughly updated with the latest information.


New to the Seventh Edition:

- New report on tax-favored health savings accounts.
- New description of the Obama Health Reform Plan.
- New summary on three states’ implementation of universal healthcare reform legislation.
- Updates on increasing difficulty smaller employers face in providing health insurance for employees.
- Discussion of the growing influence of pharmaceutical and insurance companies on the costs and procedures of medical practice.
- 2008 -2010 economic recession effects on financial condition of hospitals.
- Public health’s response to possible 2009 -2010 swine flu epidemic.

… and much more!”

“The authors have crafted an exceptionally readable text by balancing and integrating the diverse subject matter and presenting it in appropriate depth for an introductory course on this topic.”

— Michel A. Ibrahim, MD, PhD, Johns Hopkins Bloomberg School of Public Health

Available August 2010

Instructor Resources: IM, PP, TB

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Basics of the U.S. Health Care System

Nancy J. Niles, MS, MPH, PhD
Department of Business Administration, Lander University

Basics of the U.S. Health Care System provides students with a broad, fundamental introduction to the workings of the healthcare industry. Engaging and activities oriented, the text offers an especially accessible overview of the major concepts of healthcare operations, the role of government, public and private financing, as well as ethical and legal issues.

Each chapter features review exercises and Web resources that make studying this complex industry both enjoyable and easy. Students of various disciplines—including healthcare administration, business, nursing, public health, and others—will discover in Basics of the U.S. Health Care System a practical guide that prepares them for professional opportunities in this rapidly growing sector.

Key Features:
• A complete overview of basic concepts of the U.S. healthcare system.
• Student activities including crossword puzzles and vocabulary reviews in each chapter.
• Helpful case studies.
• Online flashcards, crosswords, an interactive glossary, and Web links for students.

“I have been dreaming of such a book! It puts all of the lectures I’ve pieced together in one place and gives case studies that are practical and require critical thinking.”

—Lea G. Yerby, PhD, The University of Alabama
Delivering Health Care in America
A Systems Approach, Fourth Edition
Leiyu Shi, DrPH, MBA, MPA,
Johns Hopkins Bloomberg School of Public Health
Douglas A. Singh, PhD, MBA,
School of Business and Economics, Indiana University at South Bend

In a clear, cohesive format, Delivering Health Care in America provides a comprehensive overview of the basic structures and operations of the U.S. health system—from its historical origins and resources, to its individual services, cost, and quality.

“This extraordinarily comprehensive book describes and analyzes the U.S. healthcare system from a health policy perspective. It is both wide in scope and detailed in its analysis of specific problems and constraints encountered by the system. ...an excellent book for entry level graduate students in health systems analysis and health policy, health law, and public administration.”


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Instructor Resources: IM, PP, TB
Student Resources: IG

Essentials of the U.S. Health Care System
Second Edition
Leiyu Shi, DrPH, MBA, MPA,
Johns Hopkins Bloomberg School of Public Health
Douglas A. Singh, PhD, MBA,
School of Business and Economics, Indiana University at South Bend

Covering the basic structures and operations of the U.S. health system, Essentials of the U.S. Health Care System is a clear and concise distillation of the important topics covered in Delivering Health Care in America by the same authors.

“There are many books on healthcare delivery systems, but this is the only one that condenses the material in an understandable manner. This Second Edition has added up-to-date information on the VA system, Centers for Medicare/Medicaid Systems, state children’s health insurance, the movement to corporate health models, and technology including the electronic medical record and use of telemedicine.”

—Carole A. Kenner, RNC, DNS, FAAN,
University of Oklahoma College of Nursing
(For Doody’s Book Review Service)

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Instructor Resources: IM, PP, TB
Student Resources: CQ
Population Health
Creating a Culture of Wellness

David B. Nash, MD, MBA, Jefferson School of Population Health, Thomas Jefferson University
JoAnne Reifsnnyder, PhD, ACHPN, Jefferson School of Population Health, Thomas Jefferson University
Raymond Fabius, MD, CPE, FACPE, HealthNext, LLC
Valerie P. Pracilio, Jefferson School of Population Health, Thomas Jefferson University

With over 45.7 million uninsured in the United States and health reform a national priority, the need for population health management has never been more eminent. Sixty percent of American deaths are attributable to behavioral factors, social circumstances, and environmental exposures. Employment of population health management techniques advocating the use of preventative services and quality clinical care is imperative.

Population Health: Creating a Culture of Wellness examines the genesis and growth of this important topic. The book provides a population-based approach to disease management, chronic care management, and health policy for students studying public health, health administration, nursing, and other health-related professions.

360 Pages • © 2011 • Available August 2010

Instructor Resources: IM, PP, TB
Student Resources: IG, FL, CP
This compendium of articles provides a clear view of the factors affecting the health of Americans and the role of public health, medical care, and the community in ensuring the nation’s health. Building on the success of Lee and Este’s previous edition, the new Eighth Edition of The Nation’s Health from Leiyu Shi and Douglas Singh features both classic readings as well as new readings published within the last five years. New articles on healthcare delivery and interventions address health determinants and improving population health.

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  Chapter 12. Inpatient and Tertiary Care
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Part V – Interventions to Improve Health
  Chapter 15. Non-medical Interventions
  Chapter 16. Medical Interventions
  Chapter 17. Lessons from Abroad

Part VI – Directions for the Future
  Chapter 18. The Future of Health Care Delivery

“…one of the most comprehensive collections of health policy articles available.”

— James Ward, University of Massachusetts, Boston

“…an extremely useful contribution to the field. The articles are well-chosen... useful to beginning students, as well as to those at more advanced levels. The coverage is encyclopedic. No other book takes this approach or has the breadth of coverage that this one displays.”

— Robert McLean, PhD
Hospitals
What They Are and How They Work, Fourth Edition
Don Griffin, FACHE, MS, MBA, MS, JD

Hospitals are among the most complex of organizations. Highly skilled professionals, state-of-the-art technology, life-and-death decision making, and a tangled world of myriad regulations and legal pitfalls all come together in this dynamic, unique entity that is, generally, poorly understood.

Hospitals: What They Are and How They Work takes you through every department in a hospital, detailing its function and its relationship to other departments. The roles and functions of the governing body, medical staff, support, and ancillary services are thoroughly explained.

The Fourth Edition features new contributing authors for each chapter—experts on issues such as hospital finance, medical records, laboratory science, nursing, and more. Using a consistent framework, the chapters are woven together to provide seamless instruction for your students.

© 2011 • Available October 2010
Instructor Resources: PP, TB

Outside the Hospital
The Delivery of Health Care in Non-Hospital Settings
Don Griffin, FACHE, MS, MBA, MS, JD
Polly Griffin

While the hospital is the centerpiece of the healthcare system, so much health care is delivered outside this setting. As the first text of its kind, Outside the Hospital introduces the reader to many types of healthcare services offered outside the traditional hospital setting. Divided into four parts (traditional care, diagnosing, acute-care treatment, and chronic care), the book offers 31 concise chapters that explore the basic operations of various healthcare settings such as physician offices, pharmacies, outpatient laboratories, chiropractic centers, dentistry, optometry, oncology centers, adult day care, hospice care, and more.

Perfect as a companion to Hospitals: What They Are and How They Work, also by Don Griffin, this text is an ideal introduction to the healthcare workplace for aspiring health professionals. It is also an excellent reference for the practicing health professional.

181 Pages • © 2009
Instructor Resources: PP, TB, IM
Health Policy Analysis
An Interdisciplinary Approach

Curtis P. McLaughlin, DBA, Gillings School of Global Public Health, University of North Carolina, Chapel Hill
Craig D. McLaughlin, MJ, Washington State Board of Health

Drawing from the perspectives of a variety of disciplines, this innovative text is unlike any other of its kind. *Health Policy Analysis* analyzes current U.S. health policy and proposes various alternatives for developing future health policy without pushing a single solution set—rather, it considers the viewpoints of economics, political science, management, communications, technology, and public health.


Instructor Resources: IM, PP

Essentials of Health Policy and Law

Joel B. Teitelbaum, JD, LLM
Sara E. Wilensky, JD, MPP
Both of the School of Public Health and Health Services, George Washington University

Concise and straightforward, this textbook is an excellent introduction to the seminal issues in U.S. health policy and law.

“This book is well written and easy to read and use to understand a difficult subject. There are many books that discuss policy and law, but most address, for example, ethics and policy or a specialty law area ... This book is a broad brush of health policy and laws that impact policy creation or implementation. ...The final section that leads students through the process of policy analysis is exceptionally well done.”

—Carole A. Kenner, RNC, DNS, FAAN, University of Oklahoma College of Nursing (For Doody’s Book Review Service)


Instructor Resources: PP, TB, SL, other

Essentials of Health Economics

Diane M. Dewar, PhD, School of Public Health, University at Albany, State University of New York

Now available with a NEW Student Study Guide featuring learning objectives, chapter summaries, learning exercises/questions, and additional Internet resources.

Through the use of numerous examples and profiles related to the field, students will grasp the importance and relevance of health economics and how it relates to more general analysis of health policy issues. This book conveys the essence of the economic issues at hand while avoiding complicated methodological issues that would interest only students of economics. Written with the non-specialist in mind, it focuses on how to do descriptive, explanatory, and evaluative economics in a systematic way.


Instructor Resources: IM, PP

Student Resources: IG, WL, FL
Health Care Administration
Managing Organized Delivery Systems, Fifth Edition

Lawrence F. Wolper, MBA, FACMPE

Broad in scope, this classic text has now evolved to offer the most up-to-date, comprehensive treatment of the organizational functions of today’s complex and ever-changing healthcare delivery system. *Health Care Administration: Managing Organized Delivery Systems, Fifth Edition* offers a detailed overview of the numerous facets of the modern healthcare system, focusing on functions and operations at both the corporate and hospital level.

Ideal for graduate and pre-professional students, the *Fifth Edition* comprises several new subjects, including new chapters on patient safety and ambulatory care center design and planning. Other updated topics include healthcare information systems, management of nursing systems, labor and employment law, and financial management, as well discussions on current healthcare policy in the United States.

Key Features:

- Data-intensive comparison of 12 healthcare systems around the world.
- Up-to-date data tables, graphs, and case studies.
- New discussions of current policy challenges, including healthcare reform and bioterrorism preparedness.
- New chapters on Quality and Safety and Facility Design and Planning.
- Contributed by highly esteemed scholars and experts from the field.

“It is hoped that in our drive to reduce healthcare expenditures, extend insurance to millions of uninsured, and to restructure a vibrant industry, we do not move so far and fast that the high quality of care always associated with our system will be subordinated.”

—Lawrence F. Wolper, MBA, FACMPE


Instructor Resources: IM, PP, TB
Case Studies in Health Care Supervision
Second Edition

Charles R. McConnell, MBA, CM

Case Studies in Health Care Supervision, Second Edition is a comprehensive collection of 100 case studies that address the fundamentals of first-line management in healthcare organizations. Ideal as a supplement to any text on healthcare supervision, these case studies bring to life the day-to-day issues faced by healthcare managers and supervisors working on the front lines to help your students understand the practical application of management concepts. The book is also useful as a primary text for continuing education by working healthcare managers or for self study.

Key Features:
• Simplicity of organization, with 100 case studies and responses arranged for easy reference.
• Straightforward, reader-friendly language makes the book ideal for undergraduates.
• Suggestions for additional study and exploration of management fundamentals.
• Thought-provoking questions for class discussion and individual study.

314 Pages • © 2011
Instructor Resources: IM, PP, TB

The Effective Health Care Supervisor
Sixth Edition

Charles R. McConnell, MBA, CM

The Sixth Edition of this best-selling text continues to offer proven, hands-on, practical applications of both classic and current management principles in the healthcare setting. Packed with strategies, techniques, and tools to build or reinforce your management skills and meet the never-ending challenges that one may face daily as a healthcare supervisor, students and professionals alike will benefit from this classic guidebook that is now more reader-friendly and accessible.

This edition features a chapter devoted to “living with HIPAA.” Each chapter begins with a case study to consider while reading the chapter, and ends with a single case or exercise. Chapter review questions have been added to encourage consideration of some of the points made in the chapter.

“I have seen numerous texts and this is the best. Students at the grad level and in the field really benefit from it. Thanks for a quality publication.”
—John A. Romas, MPH, PhD, Health Science Department, Minnesota State University

533 Pages • © 2007
Instructor Resources: IM, PP
Umiker’s Management Skills for the New Health Care Supervisor
Fifth Edition
Charles R. McConnell, MBA, CM

Umiker’s provides much needed practical advice for healthcare workers who are new to supervisory roles. Much of this book is about dealing with people problems—the difficult, frustrating, and time-consuming issues that go with the territory wherever working people provide goods or services for other people.

Instructor Resources: IM, PP, TB

Leadership for Health Professionals
Gerald R. Ledlow, PhD, MHA, FACHE
M. Nicholas Coppola, PhD, MHA, FACHE
Both of the School of Allied Health Sciences, Texas Tech University

Leadership for Health Professionals examines leadership principles that will empower students, early careerists, and mid-level leaders to become better leaders in practice, develop a personal leadership model that is efficacious, and to improve the health industry through better leadership as a whole.

Available September 2010
Instructor Resources: IM, TB, PP
Career Opportunities in Health Care Management

Perspectives from the Field

Sharon B. Buchbinder, RN, PhD, Department of Health Science, Towson University
Jon M. Thompson, PhD, Health Services Administration Program, James Madison University

Filled with over 40 lively, first-person accounts from healthcare managers working in the field, this unique book will introduce your students to the wide array of career opportunities available in a broad range of direct healthcare settings. Beginning with an individualized “Healthcare Management Talent Quotient Quiz” and ending with a guide to finding a job, this hands-on text is the perfect resource for new students of healthcare management, nursing, allied health, and more. Detailed appendices include resources for learning more about healthcare management; sample programs of study; job hunting advice; frequently used terms in advertisements; sample position descriptions; do’s and don’ts of interviewing; and a sample cover letter and resume.

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Management Principles for Health Professionals

Fifth Edition

Joan Gratto Liebler, MPA, RHIA
Health Information Management, Temple University
Charles R. McConnell, MBA, CM

Management Principles for Health Professionals is a practical guide for aspiring healthcare managers. The customary activities of the manager—planning, organizing, decision making, staffing, motivating, and budgeting—are thoroughly explored with detailed examples drawn from a variety of healthcare settings. Through many real-world examples, students will learn proven management concepts, techniques, and models for managing individuals or teams with skill and ease.

© Instructor Resources: IM, PP, TB

Introduction to Health Care Management

Sharon B. Buchbinder, RN, PhD, Department of Health Science, Towson University
Nancy Shanks, PhD, Department of Health Professions, Metropolitan State College of Denver

Introduction to Health Care Management is a concise, reader-friendly, introductory healthcare management book that covers a wide variety of healthcare settings, from hospitals, to nursing homes, to clinics. Filled with examples to engage the reader’s imagination, important topics such as ethics, cost management, strategic planning and marketing, information technology, and human resources, are thoroughly covered. Includes guidelines and rubrics along with 15 case studies.

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Instructor Resources:
IM, PP, TB

2nd Edition Coming in 2011!
“...one of the most significant advances in the field of health services administration.”

—Ronald P. Hudak, JD, PhD, Marymount University

“...a first rate text. It balances theoretical rigor with practical experience and makes it applicable to students at both the undergraduate and master’s levels.”

—Eric S. Williams, PhD, University of Alabama at Tuscaloosa

“...well organized, well written, and presented in a way that is easy to understand.”

—Ann Tomey, Indiana State University

Organizational Behavior in Health Care
Second Edition

Nancy Borkowski, DBA, CPA, FACHE, Stempel School of Public Health

First Edition was the 2005 AJN Book-of-the-Year Award Winner!

This award-winning textbook explores the application of behavioral science research in the uniquely complex healthcare industry and explains key concepts such as motivation, leadership, group dynamics, and team building from a healthcare manager’s perspective.

As 21st century healthcare organizations strive to achieve greater resource efficiency without sacrificing quality of care, Organizational Behavior in Health Care, Second Edition stands out as required reading for healthcare managers charged with leading and motivating an increasingly diverse workforce.

The Second Edition presents new research on diversity in healthcare organizations and includes an additional chapter, “Attribution Theory and Motivation,” explaining the mechanisms that influence motivation. This edition also expands content on leadership and includes relevant new case studies and examples throughout.

Each chapter contains learning objectives, summaries, case studies, or other types of activities, such as self-assessment exercises or evaluation.

The Second Edition features:

• An additional chapter, “Attribution Theory and Motivation”
• Relevant new case studies and examples
• Up-to-date research, including new content on diversity
• Learning objectives and self-assessment exercises

© Instructor Resources: AK, CS, IM, TB, PP
Organizational Behavior, Theory, and Design in Health Care

Nancy Borkowski, DBA, CPA, FACHE, Stempel School of Public Health, Florida International University

In one comprehensive resource, Organizational Behavior, Theory, and Design in Health Care integrates the study of organizational behavior and organizational theory within the dynamic context of the healthcare industry. Using a unique meso-perspective, the author explores healthcare organizations from both the micro-level (individual behavior in leadership, intrapersonal and interpersonal issues, groups and teams) as well as the macro-level (the organization as a whole). Future and practicing healthcare managers alike will benefit from this reader-friendly, practical text which draws deeply from current research articles, case studies, and healthcare management journals.

Instructor Resources: IM, TB, AK, CS, other

Health Organizations
Theory, Behavior, and Development

James A. Johnson, PhD, MPA, MS

In a single volume, Health Organizations thoroughly examines organization theory, behavior, and development in the unique context of the healthcare setting. Each section contains key chapters that address foundations, research, and new directions in these domains. With chapter contributions from leading experts in the field, the text provides many case studies, in-class exercises, discussion points, and graphic models that help facilitate active learning in the classroom.

Instructor Resources: IM, PP, TB

Human Resource Management in Health Care
Principles and Practice

L. Fleming Fallon Jr., MD, DrPH, MBA, Bowling Green State University
Charles R. McConnell, MBA, CM

This practical, hands-on book introduces human resources to those who are preparing to work in any area of health care or health service. Written for practitioners and students in all disciplines related to health, it covers important topics such as recruitment, training, termination, legal issues, labor unions, and more. Each chapter is introduced by a case study related to the material that follows. The case study is resolved at the conclusion of each chapter along with expert commentary and practical suggestions that can be used in the real world. Chapters also feature learning objectives, discussion points, and questions to ponder. Many examples and a number of sample forms and documents are included.

Instructor Resources: IM, TB, PP
Legal Aspects of Health Care Administration

George D. Pozgar, MBA, CHE

The Tenth Edition of this classic text will provide your students with the most up-to-date information on the newest laws affecting the healthcare industry.

With more summary tables, less legal jargon, and over 35 actual court cases, the 10th edition presents a wide range of healthcare topics in a comprehensible and engaging manner that will carefully guide your students through the complex maze of the legal system. This is a book they will hold on to throughout their careers.

“Like the previous editions, this handy, easy-to-read reference is a practical, at-your-fingertips resource that concisely explains key issues and elements of the legal aspects of healthcare administration. The information is reliably accurate and objective. Once again, this edition rightfully deserves a permanent place on the bookshelves of today’s healthcare innovators, thinkers, scholars, learners, and leaders.”

—Lena Lee-Watson, RN, MBA/HCM, DHSc, University of Phoenix (For Doody’s Book Review Service)


Legal Essentials of Health Care Administration

George D. Pozgar, MBA, CHE

Legal Essentials in Health Care Administration is a distillation of the most important topics from the widely popular Legal Aspects of Health Care Administration by the same author.

Readers will gain a solid understanding of what steps providers of care, legislative bodies, patients, patients’ families, and patient advocates can take to help prevent the wide variety of harmful events that are involved in health care.

Features:

• Actual court cases, state and federal statutes, and common-law principles are examined.
• A historical perspective on the development of hospitals, illustrating both their progress and failures through the centuries.
• A broad discussion of the legal system, including the sources of law and government organization.
• A basic review of tort law, criminal issues, contracts, civil procedure and trial practice, and a wide range of real-life legal and ethical dilemmas that caregivers have faced as they wound their way through the courts.
• An overview of various ways to improve the quality and delivery of health care.


See Also: Legal Aspects of Elder Care, p. 34
Ethics in Health Administration
A Practical Approach for Decision Makers, Second Edition

Eileen E. Morrison, EdD, MPH, CHES, Department of Health Administration, Texas State University, San Marcos

Ethics in Health Administration, Second Edition translates the principles and practice of ethics into usable information for application to the real world of healthcare administration. With a new emphasis on the ethical challenges of providing quality care in today’s economy, the Second Edition is a thorough revision that includes new case studies as well as new information on patient-centered care, the future workforce, the culture of compassion, and more. A new chapter, “The Ethics of Quality,” make this text relevant to the issues facing today’s healthcare administrator. The author’s reader-friendly writing style easily engages students while challenging them to think critically.

Instructor Resources: IM, PP, TB

Problems in Health Care Law
Ninth Edition

Robert D. Miller, JD

This classic text has been extensively updated and restructured to use the “problems” approach which analyzes underlying, conflicting public policies and the legal solutions for those problems. It continues to be the helpful one-volume overview of healthcare law that it and its predecessor, Problems in Hospital Law, have been since 1968. Topics covered include: organizational, physical, and staffing resources; relationships with patients including both medical decision-making issues and the handling of medical information; financing of healthcare services; and liability issues.

Instructor Resources: IM

Legal and Ethical Issues for Health Professionals
Second Edition

George D. Pozgar, MBA, CHE

Legal and Ethical Issues for Health Care Professionals is a concise and practical guide to legal and ethical dilemmas facing healthcare professionals today. This book will help the reader to better understand the issues they will face on the job and its implications in the legal arena. This text presents contemporary topics with a real-world perspective and allows the student to develop critical thinking skills.

Paperback • 426 Pages • © 2010 • Additional Format: CourseSmart
Instructor Resources: IM, PP, TB
Health Care Ethics


Eileen E. Morrison, EdD, MPH, CHES, Department of Health Administration, Texas State University, San Marcos

Organized around four central themes in healthcare ethics (theoretical foundations and issues for individuals, organizations, and society), Health Care Ethics, Second Edition updates Monagle’s classic text by bringing together the insights of leading experts in the fields of bioethics, long-term care, health administration, and more. Each chapter features current examples and introduces new thought-provoking concepts. New authors, not found in the first edition, provide chapters on areas of concern such as the ethics of spirituality and the ethics of disaster response. Designed for graduate and upper-level graduate programs, this text will challenge the reader to think beyond the existing system of medicine and inspire further exploration and thought.


Instructor Resources: IM, PP

Managed Care

What It Is and How It Works, Third Edition

Peter R. Kongstvedt, MD

Managed Care: What It Is and How It Works is a concise introduction to the foundations of the American managed healthcare system. Using straightforward, accessible language, it offers an historical overview, and then takes the reader through the organizational structures, concepts, and practices of the managed care industry. The Third Edition features new sections on: pay for performance, consumer directed health plans, new approaches to care management, as well as advances in information technology.


Paperback • 275 Pages • © 2009 • Additional Format: CourseSmart

Instructor Resources: PP

Essentials of Managed Health Care

Fifth Edition

Peter R. Kongstvedt, MD

Accompanied by a Student Study Guide

As the most widely used textbook on managed care, Essentials of Managed Health Care provides an authoritative and comprehensive overview of the key strategic, tactical, and operational aspects of managed health care and health insurance. With a primary focus on the commercial sector, the book also addresses managed health care in Medicare, Medicaid, and military medical care. An historical overview and a discussion of taxonomy and functional differences between different forms of managed health care provide the framework for the operational aspects of the industry as well.


Instructor Resources: IM, TB
Health Care Finance
Basic Tools for Nonfinancial Managers, Third Edition

Judith J. Baker, PhD, CPA
R.W. Baker, JD

This is the most practical financial management text for those who need basic financial knowledge and a better understanding of healthcare finance in particular. Using real-life examples from hospitals, long-term care facilities, and home health agencies, this user-friendly text serves to arm nonfinancial managers with the practical essentials of healthcare finance and accounting—from the financial impact of electronic records to operational budget planning.

The Third Edition features important new chapters on the financial implications of recently mandated regulations governing electronic health records (ICD-10) and e-prescribing. This edition also includes expanded content on the healthcare investment, specialized inventory concepts, and indispensable financial analysis tools.

As healthcare cost structures continue to evolve, Health Care Finance: Basic Tools for Nonfinancial Managers, Third Edition stands alone as the essential resource for healthcare managers to successfully negotiate the fiscal currents of their organizations.

The Third Edition features:

- Up-to-date information on the financial impact of electronic records.
- New chapter on the financial impact of ICD-10 compliance.
- New chapter on operational budgeting.
- Current guidance on regulatory changes, incentives, penalties, and deadlines.
- Six case studies including a new mini-case study: “A Facility’s Conversion to Electronic Records”.

Visit www.jbpub.com to download a detailed transition guide.

“I teach Healthcare Finance for RN’s and love the latest information!”
— Terry Deane, Department of Nursing, Samuel Merritt University

“…updated and very comprehensive for teaching financial principles to nurses.”
— Anna C. Mullins, RN, DNSC, Department of Nursing, Holly Names University
“...a very thorough explanation and discussion of the financial issues faced by today’s healthcare executive. ...a valuable resource for healthcare administrators, managers, and financial managers.”

— Kim B. Brannagan, PhD, MBA, RN, MSN, BS Ed, CPT, Loyola University New Orleans

Essentials of Health Care Finance
Seventh Edition

William O. Cleverley, PhD, CPA, The Ohio State University, Columbus
Paula H. Song, PhD, The Ohio State University, Columbus
James O. Cleverley, MHA

Essentials of Health Care Finance stands firmly in its place as the leading textbook on healthcare finance. No other text so completely blends the best of current finance theory with the tools needed in day-to-day practice. Useful for all course levels as well as a professional reference, this text offers a comprehensive introduction to the field.

The Seventh Edition has been thoroughly revised to reflect the current economic environment in the healthcare industry, with thoughtful descriptions and ‘real-world’ examples. As the not-for-profit healthcare sector has increasingly come under attack by legislators seeking new sources of tax revenue, this edition also features a new chapter on assessing community benefits including an examination of the new Schedule H of the IRS 990 form.

Ancillary instructor materials for the Seventh Edition have been significantly expanded and updated.

- PowerPoint lecture slides now include selected examples from the chapters. Electronic versions of many of the charts and tables in the chapters are provided to enable the instructor to re-create and modify existing examples.
- An expanded set of test questions with detailed answers will be provided for each chapter.
- New excel spreadsheets for selected chapters will help both the students and the instructors perform a variety of financial analysis tasks with spreadsheet templates.

ISBN-13: 978-0-7637-8929-9 • Paperback • 600 Pages • © 2012 • Additional Format: CourseSmart
Available October 2010

Instructor Resources: IM, PP, TB
Essentials of Cost Accounting for Health Care Organizations

Third Edition

Steven A. Finkler, PhD, CPA
David M. Ward, PhD
Judith J. Baker, PhD, CPA

This comprehensive text applies the tools and techniques of cost accounting to the health services field and provides an advanced, in-depth look at cost accounting for healthcare managers. Each concept is illustrated using practical, real-world examples drawn from every sector of the industry.

Divided into four sections, the book covers the foundations of cost accounting, information for planning and control, tools to aid in decision making, and future trends. The Third Edition includes a new chapter on activity-based costing.

Key Features:

• Practical, understandable, healthcare-specific examples bring the concepts to life.
• Challenging exercises and problems in each chapter provide hands-on experience in management decision making.
• Excel spreadsheet problems enhance student learning.
• Extensive, 500-word glossary.

484 Pages • © 2007

Accounting Fundamentals for Health Care Management

Steven A. Finkler, PhD, CPA
David M. Ward, PhD

Accounting Fundamentals for Health Care Management is ideal for an introductory course in financial accounting in both undergraduate and graduate programs. This is the first book that focuses on basic accounting in healthcare management. This essential book contains the vocabulary of and an introduction to the tools and concepts employed by finance officers. It will help anyone assess financial information, ask the appropriate questions, and understand the jargon-laden answers. This book is indispensable for anyone who manages a department and a budget.

• Includes Web-based end-of-chapter questions and problems as well as a number of Excel templates that can help the reader use the various tools presented in the book.
• Each chapter includes “Key Concepts” and “Test Your Knowledge” sections.
• Includes information on the valuation of assets and equities, recording and reporting financial information, depreciation, time value of money, inventory costing, working capital management, financial statement analysis, and more, all applied to healthcare organizations.

198 Pages • © 2006

Instructor Resources: AK, PP
Student Resources: XL
Cases in Health Care Marketing

John L. Fortenberry Jr., MBA, PhD, PhD, Department of Health Administration, Louisiana State University - Shreveport

Cases in Health Care Marketing features 40 case studies that explore real-world scenarios faced by healthcare marketing executives. Divided into six sections, the book covers issues in product, brand, and identity management; marketing communications; marketing management; marketing strategy and planning; consumer behavior and target marketing; and environmental analysis and competitive assessment.

Useful as a stand-alone text or as a complement to any introductory text on healthcare marketing, Cases in Health Care Marketing emphasizes practical applications of marketing theory that will develop the reader’s marketing skill set and prepare them for success in the healthcare industry. Meaningful discussion questions at the end of each case foster robust classroom discussion and debate.

Ask your publisher’s representative about value bundling options with:

- Essentials of Health Care Marketing, Second Edition
- Health Care Marketing: Tools and Techniques, Third Edition


Instructor Resources: PP

Health Care Marketing Tools and Techniques, Third Edition

John L. Fortenberry Jr., MBA, PhD, PhD, Department of Health Administration, Louisiana State University - Shreveport

This compendium of 39 essential marketing tools covers a broad spectrum of topics for the healthcare environment.

Ideal for undergraduate and graduate courses in healthcare marketing or healthcare strategy, each chapter focuses on a specific marketing tool and can be read as a stand-alone presentation of the topic. Examples include:

- The Product Life Cycle
- Booz, Allen & Hamilton’s New Product Process
- George Day’s R-W-W Screen
- Theodore Levitt’s Total Product Concept
- The Boston Consulting Group’s Growth/Share Matrix
- Igor Ansoff’s Product-Market Expansion Grid
- Martin Lindstrom’s 5-D Brand Sensogram
- Kim & Mauborgne’s Blue Ocean Strategy
- Philip Kotler’s Segment-by-Segment Invasion Plan
- Bernd Schmitt’s CEM Framework
- Michael Porter’s Five Forces Model
- Leonard Berry’s Success Sustainability Model
- Blake & Mouton’s Sales Grid
- Kaplan & Norton’s Balanced Scorecard


Instructor Resources: IM, PP, TB
The healthcare industry continues to undergo enormous changes with new laws and policies, fresh innovations, and an increasingly educated health consumer. As such, healthcare administrators must be prepared to shift their strategies in order to meet the demands of this dynamic market. Essentials of Health Care Marketing, Third Edition will provide your students with a foundational knowledge of the principles of marketing and their particular application in health care. Moreover, the text offers a perspective on how these principles must shift in response to the changing environmental forces that are unique to this market.

The new Third Edition is a thorough update of the major environmental changes in health care as they relate to the key areas of marketing. These aspects are most significant in several major chapters within this text as a result of increasing developments in healthcare strategies in terms of Web 2.0, distribution, health insurance changes, and the issue of value to the customer and the implication for marketing. Changes in quality and safety initiatives, demographic changes, regulatory shifts, and global competition are thoroughly covered.

This complete curriculum of marketing management tools and techniques is ideal for graduate courses, though advanced undergraduates can readily grasp the level of presentation.

Key Features:

- Filled with examples from a wide array of healthcare providers, health systems, HMOs, physician-hospital organizations, and more.
- Covers fundamental topics such as market research, strategy, and the strategic marketing process.
- Chapters include learning objectives, key terms, and chapter problems for discussion.

“...a solid comprehensive treatment of the topic of health care marketing. It is well organized and offers an engaging variety of content (data, graphics, charts, problem questions, tables, and references).”

— George Moseley, MBA, JD, Harvard School of Public Health
Managing Health Care Business Strategy

George B. Moseley III, MBA, JD

This is the definitive textbook on strategic planning and management in healthcare organizations for those pursuing a career in health care in undergraduate, business, and medical schools, as well as ancillary health professions such as nursing or physician assistant.

The book features all the basic information on strategic planning and management within the unique context of organizations concerned with the delivery and financing of health care. It does this by noting the singular strategic environment in health care, explaining the special procedures and options available to healthcare organizations, and providing real-life examples in the form of case studies.

It includes not only a description of the basic multi-step process of creating and then managing a strategic plan, but also a detailed look at the role played by the key business functions (finance, marketing, human resources, information technology, and law) as well as specific strategic options (merger/acquisition, reorganization, joint venture) and some of the popular tools for analyzing strategic situations (balanced scorecard, Six Sigma, SWOT).

Visit the author’s blog at http://managinghealthcarestrategy.blogspot.com/

Marketing Your Clinical Practice

Ethically, Effectively, Economically, Fourth Edition

Neil Baum, MD, Tulane School of Medicine and Louisiana State University
Gretchen Henkel

Marketing Your Clinical Practice is filled with practical marketing tips and strategies based around five components of a successful practice: retaining current patients; attracting new patients; motivating staff; working with managed care and other physicians; and utilizing the Internet and consultants.

Marketing Your Clinical Practice is the perfect resource for any physician in a single or group practice looking to improve their business and medical students learning how to develop a practice.

New topics to the Fourth Edition include:

- Internet and Web site strategies.
- Professional consultants.
- Marketing to the generations: Boomers, Seniors, GenXers.
- Improving EMR efficiency.
- Adding ancillary services.
- In-office dispensing, advantages and risks.
- How to reconfigure your space.
- Natural disaster and technological disaster planning.

344 Pages • © 2009
Instructor Resources: PP, TB, IM

574 Pages • © 2010
Adaptive Health Management Information Systems
Concepts, Cases, and Practical Applications, Third Edition
Joseph Tan, PhD, School of Business Administration, Wayne State University
with Fay Cobb Payton, PhD, North Carolina State University, Raleigh

Adaptive Health Management Information Systems covers all of the fundamental concepts of HMIS and touches on emerging technologies so readers can keep pace with rapid changes in the field. The Third Edition has been completely reorganized, expanded, and rewritten with all new contributors, special sections, and streamlined discussions of more established as well as hot current topics.

The Third Edition offers: new technology briefs, research briefs, and policy briefs to provide additional information on key issues; new real-world mini cases illustrate concepts and stimulate student reflection and discussions; new major cases enhance understanding of materials and promote further interactions between students and instructor; rich, comprehensive topic coverage ranging from history, health IT, and Internet use, HMIS enterprise software, virtual communities and networks, interoperability, strategic planning, project management, standards, governance and international perspectives, and innovation.

414 Pages • © 2010

The Comprehensive Review Guide for Health Information
RHIA & RHIT Exam Prep
Carla Tyson-Howard, MHA, RHIA, EdD, Health Information Technology Program, Houston Community College
Shirlyn C. Thomas, MEd, CDC

Complete with a combination review book/workbook, audio tutorials, and a CD-ROM, this review guide serves as a personal tutor for HIM students to review the major learning competencies that will be tested on the exams. At the end of every knowledge cluster, a multiple choice test simulates the questions on the national RHIA and RHIT exams.

Key Features:
• A multiple choice test at the end of each knowledge cluster that simulates the questions on the national RHIA and RHIT exams.
• 7 hours of online audio recordings of a personal tutor walking the student through the major knowledge clusters.
• A workbook thoroughly reviewing each health information cluster content area with objectives, tables, and graphics followed by review questions.
• CD-ROM with online mock exams to simulate the real-time exam.

461 Pages • © 2009

Instructor Resources: AK, PP
Ethical Challenges in the Management of Health Information
Second Edition
Laurinda Beebe Harman, PhD, RHIA, College of Health Professions, Temple University

With four new chapters covering end-of-life issues, electronic information management, vendor interactions, and management, this book tackles the unique ethical problems for integrated delivery systems, managed care, e-health, genetic information systems, and more.

“The 70-plus case studies and decision making matrices to facilitate evaluating and resolving ethical issues faced in the management of health information and the privacy of patient data are my favorite part of the book. …an excellent reference for health information managers…”

—LouAnn Schraffenberger, MBA, RHIA, CCS, CCS-P, Univ. of Illinois at Chicago (For Doody’s Book Review Service, October 2008)

Instructor Resources: IM, PP

INFORMATION MANAGEMENT
Essentials of Applied Quantitative Methods for Health Services

James B. Lewis, ScD
Robert J. McGrath, PhD
Lee F. Seidel, PhD
All of the Department of Health Policy and Management, University of New Hampshire

Designed as a practical resource for managers—not mathematicians—this user-friendly text offers a straightforward approach to quantitative analysis in a healthcare environment. The text presents step-by-step, jargon-free instruction for forecasting, systems analysis, decision-making, and project evaluation, among other skills.

With information drawn from management science, statistics, finance, economics, and operations research, the book favors realistic applications and practical examples over complicated derivations of mathematical formulas. The book includes all the basic quantitative tools needed for analysis in a variety of healthcare settings.

330 Pages • © 2011
Instructor Resources: IM, TB, PP

Health Care Operations Management
A Quantitative Approach to Business and Logistics

James R. Langabeer II, MBA, PhD
University of Texas School of Public Health

Covering everything from supply chain management to business process and service design, technology and systems, and performance improvement, this book delves into topics that are overlooked in most healthcare texts.

Key Features:

• A broad focus on all areas of operations management, including an overview of healthcare business and finance.
• Special attention to inventory management and accounting, as well as methodologies for business planning and process improvement.
• A table with common operational issues, all of which are covered in the book.
• Chapter summaries, discussion questions, exercises, and an extensive glossary.

438 Pages • © 2008
Instructor Resources: PP
Continuous Quality Improvement in Health Care
Third Edition

Curtis P. McLaughlin, DBA, Kenan-Flagler Business School and Gillings School of Global Public Health, University of North Carolina, Chapel Hill
Arnold D. Kaluzny, PhD, Gillings School of Global Public Health, University of North Carolina, Chapel Hill

Through a unique interdisciplinary perspective on quality management in health care, this text covers the subjects of operations management, organizational behavior, and health services research.

With a particular focus on Total Quality Management and Continuous Quality Improvement, the challenges of implementation and institutionalization are addressed using examples from a variety of healthcare organizations, including primary care clinics, hospital laboratories, public health departments, and academic health centers. Updated material includes a new focus on reducing medical errors, the introduction of CPOE, Baldrige Award criteria, and seven new case studies. Ideal for both undergraduate and extended degree programs, executive education, and continuing education involving medicine, nursing, and allied health, the book uses an integrative approach to quality management.

Instructor Resources: IM, PP

Advanced Performance Improvement in Health Care
Principles and Methods

Donald Lighter, MD, MBA, FAAP, The Institute for Healthcare Quality Research and Education

Advanced Performance Improvement in Health Care provides a results-oriented approach to rehabilitating an ailing healthcare system. With his innovative, instructive strategies, Lighter offers a welcome road map to guide meaningful change in the industry and to equip healthcare managers to meet 21st century challenges. This unique compilation of management, analytical, and statistical methods and techniques serves as a comprehensive guide to harnessing today’s technology and developing a culture of quality that delivers sustainable, quantifiable value in healthcare organizations.

Key Features:

• Offers a comprehensive methodology for improving quality in healthcare organizations.
• Details a Process Analysis Toolkit with dozens of proven techniques.
• Illustrated with easy-to-follow diagrams and flow charts.
• Provides best practices for measuring value and performance.
• Includes extensive discussion of medical informatics, Lean, Six-Sigma, and more.

Instructor Resources: AK, PP
Healthcare Outcomes Management
*Strategies for Planning and Evaluation*

*Dale J. Block, MD, CPE*

Now more than ever, with an aging population and an increasing reliance on technology, patients and clinicians need to partner together in order to have a better understanding of which healthcare interventions will enhance the patient’s overall health, functionality and quality of life.

*Healthcare Outcomes Management* explores the critical assessment of healthcare outcomes management and planning using the “biopsychosocial approach”—an integrated approach to managing patients within the healthcare delivery system that is based on principles of science and scientific inquiry.

Careful attention is given to the basic principles of epidemiology, healthcare economics, medical ethics, population medicine, medical informatics, and environmental health. Ideal for graduate-level coursework in healthcare outcomes management, this book focuses on the processes of healthcare evaluation, which seek to analyze healthcare interventions in terms of four principle dimensions: effectiveness, efficiency, humanity, and equity.

265 Pages • © 2006

Conducting Health Outcomes Research

*Robert L. Kane, MD*
*David Radosevich, PhD, RN*

Both of the School of Public Health, University of Minnesota, Minneapolis

*Conducting Health Outcomes Research* is a resource no quality-minded healthcare professional should be without. Both practical and applied, this book makes sense of the new science of studying healthcare outcomes—a vital process in healthcare quality assurance.

It gives readers a wealth of expert advice on the basic framework needed to conduct any type of outcomes research, formulating the model, choosing the study design, developing meaningful measures, gathering data, and assessing and presenting results.

Based on the authors’ collective experience teaching this subject to a diverse group of students with varying degrees of clinical and epidemiological backgrounds, this book considers the increasing attention to evidence-based medicine and the importance of comparative effectiveness research.

350 Pages • © 2011 • Available September 2010
Collaboration Across the Disciplines in Health Care

Brenda Freshman, PhD, California State University, Long Beach
Louis Rubino, PhD, California State University, Northridge
Yolanda Reid Chassiakos, MD, FAAP, University of California, Los Angeles

Collaboration Across the Disciplines in Health Care brings together seasoned professionals from the disciplines of medicine, nursing, public health, health services and administration, and other areas, who present their diverse perspectives on collaboration across the spectrum of the healthcare fields. Using a learning-centered approach, this timely resource helps the reader develop communication skills and prepares them to work inter-professionally with those who have different perspectives and thought processes.

Key Features:

• Each chapter is contributed by discipline expert to give the reader an “insider” perspective.
• Presents current and engaging examples of collaborative strategies and tactics.
• Cases in each can be used in student learning assessments.
• Simulations and other experiential learning exercises provide a practice “lab” for developing collaborative competencies.

Medical Quality Management

Theory and Practice

American College of Medical Quality
Prathibha Varkey, MD, MPH, MHPE, Mayo Clinic, Rochester, Minnesota

This new comprehensive resource, Medical Quality Management: Theory and Practice, addresses the needs of physicians, medical students, and other healthcare professionals for up-to-date information about medical quality management. In reviewing the key principles and methods that comprise the current state of medical quality management in U.S. health care, this text provides a concise summary of quality improvement, patient safety, and quality measurement methodologies.

The text also describes the current state of global networks and computing technologies, and provides an overview of ethics, legislation, policy making, and accreditation and utilization management techniques as it relates to quality improvement including general approaches and methods, support systems, regulatory constructs, and common outcomes. Complete with case studies, executive summaries, and figures and tables, this is a necessary guide for all executives and medical directors, academicians, and students, as well as all physicians and other health professionals in clinical practice.

399 Pages • © 2010

Instructor Resources: IM, PP

231 Pages • © 2010
Principles of Risk Management and Patient Safety

Barbara J. Youngberg, JD, MSW, BSN, FASHRM, Beazley Institute for Health Law and Policy, College of Law, Loyola University, Chicago

Principles of Risk Management and Patient Safety offers a comprehensive review of the current issues which formulate the basis of a risk management program and provide the knowledge that a risk manager would be expected to have. The first section describes the current state of the healthcare industry and looks at the importance of risk management and the emergence of patient safety. It explores the importance of working with other sectors of the healthcare industry such as the pharmaceutical and device manufacturers.

The latter sections focus on the three main components of the risk manager’s responsibility: claims management, risk financing, and proactive loss control. The final section touches on solutions for seamless integration between risk management and patient safety functions.

400 Pages • © 2011 • Available August 2010

Instructor Resources: PP, SS, TB

Foundations in Patient Safety for Health Professionals

Kimberly A. Galt, RPh, PharmD, PhD, FASHP
Karen A. Paschal, PT, DPT, MS
Both of the School of Pharmacy and Health Professions, Creighton University

Based on an interprofessional course designed by faculty from across many disciplines, Foundations in Patient Safety for Health Professionals is ideal as a basic introductory text on patient safety and healthcare quality improvement across the health professions, nursing, and health administration. Using a patient-centered approach, the book offers personal and professional stories and case studies directly related to patient safety that illustrate the application of safety principles.

250 Pages • © 2011

Instructor Resources: IM, SS
Legal Liabilities in Safety and Loss Prevention  
*Critical Issues in Patient Safety, Second Edition*

**Kathleen Meehan Arias**, MS, CIC

This comprehensive resource offers practical guidelines for identifying, investigating, preventing, and controlling outbreaks caused by either infectious or noninfectious agents. It explains epidemiologic principles as they apply to the healthcare setting and discusses the use of information technology in infection surveillance, prevention, and control programs. With hundreds of references and examples of actual outbreaks, this is an ideal resource for infection prevention and control professionals, hospital epidemiologists, clinical laboratory scientists, and healthcare quality management personnel.

**ISBN-13:** 978-0-7637-5779-3 • Paperback • 435 Pages • © 2010

**The Patient Safety Handbook**

*SECOND EDITION*

**Barbara J. Youngberg**, JD, MSW, BSN, FASHRM, Beazley Institute for Health Law and Policy, College of Law, Loyola University, Chicago

This thoroughly revised, Second Edition of *The Patient Safety Handbook* looks at all the recent changes in the industry and offers practical guidance on implementing systems and processes to improve outcomes and advance patient safety. Covering the full spectrum of patient safety and risk reduction, it builds from the fundamentals of the science of safety, to a thorough discussion of operational issues and the actual application of the principles of research. Real-life case studies from prominent healthcare organizations and their leadership help you apply proven strategies to your patient safety program.

**ISBN-13:** 978-0-7637-7404-2 • Hardcover • 750 Pages • © 2012

Available December 2010

**Outbreak Investigation, Prevention, and Control in Health Care Settings**

*Critical Issues in Patient Safety, Second Edition*

**Kathleen Meehan Arias**, MS, CIC

The goal of every safety professional and safety program is to proactively identify problems while complying within safety guidelines. This text clarifies basic questions for safety and loss prevention professionals about legal liability and how to minimize, prevent, and identify legal risks. Appendices, case studies, and sample forms are also included to engage the reader in active learning. Visit [www.jbpub.com](http://www.jbpub.com) to see a complete list of updates.

**ISBN-13:** 978-0-7637-7984-9 • Paperback • 480 Pages • © 2011

Instructor Resources: PP, SL, AK, IM

**COMING SOON**
Cultural Competency for Health Administration and Public Health

Patti Rose, MPH, EdD, Visiting Assistant Professor, University of Miami

*Cultural Competency for Health Administration and Public Health* is a clear and concise introduction to the topics and tools necessary for the application of cultural competency processes in various healthcare settings. The chapters offer an overview of demographic changes in the United States, as well as accreditation requirements and cultural competency, cultural nuances of specific groups, and a comprehensive review of the Culturally and Linguistically Appropriate Services (CLAS) Standards and beyond.

Attention is also given to the associated costs, time, and skill sets associated with the process of moving a healthcare organization toward cultural competency. Readers will gain valuable insight into the process of assessment and will come away with a systematic and disciplined approach to the process of achieving cultural competence.

The book includes an attitudinal survey with established reliability and validity—useful in assessing administrators, providers, and the workforce of healthcare organizations as well as attitudinal research.


**Instructor Resources:** IM, PP, TB

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Communication Skills for the Health Care Professional

*Concepts, Practice, and Evidence, Second Edition*

Gwen van Servellen, PhD, RN, FAAN, School of Nursing, University of California, Los Angeles

*Communication Skills for the Health Care Professional* provides future and practicing patient caregivers in all specialties with basic communication knowledge and skills. The *Second Edition* features five new chapters covering communication topics related to: patients with low literacy; quality care; behavioral change; the Internet; and altering systems of care.

**Key Features:**

- Provides a psychosocial and physiologic contextual background for understanding sensual development and verbal and nonverbal expression.
- Teaches communication skills one at a time allowing for contiguous mastery over a set of therapeutic interventions.
- Includes an extensive glossary of terms and list of references including Web sites and resources available.


**Instructor Resources:** IM, PP
Legal Aspects of Elder Care
Marshall B. Kapp, JD, MPH, Center for Innovative Collaboration in Medicine & Law at Florida State University

*Legal Aspects of Elder Care* offers excerpts from selected statutes and regulations, judicial opinions, and the legal and healthcare journal literature, as well as commentary on these materials, discussion questions and hypothetical cases, and suggestions of other information sources for the teacher and student. For students, the text will stimulate class reflection and interaction regarding the meaning and relevance of key legal concepts for the present or future healthcare professional. For the healthcare professional, it will inform and sensitize those who will deal with older persons about some of the current and potentially emerging legal issues they may encounter in providing services to older patients/clients, and to help them respond intelligently to legal issues and the responsibilities they impose.

- Instructor Resources: TB, IM, PP
- Student Resources: IG, FL

Long-Term Care
Managing Across the Continuum, Third Edition
John Pratt, MHA, FACHE, Long-Term Care Management Institute, Saint Joseph’s College of Maine

This must-have reference is for graduate students and professionals seeking a better understanding of the long-term care system. Concise, yet complete, it defines the various segments of the system, describes how the system developed to its current state, compares it to an ideal system, and projects future trends. Case studies, discussion questions, and vocabulary terms in each chapter enhance learning. Adopted as a reference for the national licensing examination prepared by the National Association of Long-Term Care Administrator Boards (NAB), this book covers the full continuum of long-term care.

ISBN-13: 978-0-7637-6450-0 • Paperback • 520 Pages • © 2010
- Instructor Resources: IM, PP, TB
- Student Resources: IG, FL, WL

Effective Management of Long-Term Care Facilities
Second Edition
Douglas A. Singh, PhD, MBA, School of Business and Economics, Indiana University at South Bend

*Effective Management of Long-Term Care Facilities* explores the complex operations of the long-term care facility and offers critical skills to current and future nursing home administrators for delivering quality, cost-effective services. The *Second Edition* has been thoroughly revised and reorganized to offer a more cohesive presentation of the material. New chapters that have been added cover the long-term care industry, long-term care policy, and supportive case studies that incorporate management and patient care issues.

- Instructor Resources: IM, PP, TB
- Student Resources: IG, FL
Slee’s Health Care Terms
Fifth Edition
Debora A. Slee, JD
Vergil N. Slee, MD
H. Joachim Schmidt, JD

Since 1986, Slee’s Health Care Terms has served as a guide to nonmedical terminology essential to understanding the U.S. healthcare industry. Now with over 8,000 non-medical words, phrases, and acronyms related to the healthcare industry, Slee’s Health Care Terms is the leading healthcare dictionary available today. This multidisciplinary healthcare lexicon covers the broad range of topics that turn up in every public policy or hospital board discussion. It covers finance and reimbursement, managed care, government regulation, legal issues, and more.

Slee’s tells you not only what a term means, but also why you need to know it in today’s healthcare environment. It is an essential reference for all students, practitioners, and professionals involved in the healthcare industry.

“… one of the most complete glossaries of healthcare terms produced. Every medical library must have one! It should be put in the pocket of every healthcare trustee or board member, every healthcare management student and probably every medical student on the first day in a meeting or class.”

—Doody’s Review Service

595 Pages • © 2008

The Medical Staff Services Handbook
Fundamentals and Beyond, Second Edition
Cindy A. Gassiot, CPMSM, CPCS
Vicki L. Searcy, CPMSM
Christina W. Giles, CPMSM, MS

This complete and practical reference explores all the functions performed in a medical staff services department and offers useful advice on problems in credentialing and privileging as well as organizing the medical staff services department and supporting medical staff meetings. The Second Edition includes information on the new Joint Commission requirements for professional practice evaluation processes.

Key Features:

• A comprehensive review of all information needed to prepare for the NAMSS certification examinations.
• Extensive information on hospital functions such as the institutional review board, cancer programs, and accredited continuing medical education programs.
• A chapter on law examines areas that can lead to serious legal problems and methods to avoid these.
• A companion CD-ROM offers dozens of useful forms and policies

ISBN: 978-0-7637-8441-6 • Paperback
520 Pages • © 2011

Instructor Resources: CQ, PP

Sign Up to Receive Updates and Special Offers: www.jbpub.com/eupdates
Recent research underscores a serious lack of preparedness among hospitals nationwide and a dearth of credible educational programs and resources on hospital emergency preparedness. As the only text of its kind, *Health Care Emergency Management* specifically addresses hospital and health system preparedness in the face of a large scale disaster or other emergency. Through case studies, scenarios, and practical examples, this text engages the reader in active learning.

Administrators, emergency preparedness coordinators, or clinical staff who are charged with managing preparedness and emergency management functions for hospitals or healthcare systems will turn to this guide as an essential reference in planning for large scale disasters.

**Contents:**

Section I: Principles of Emergency Management for Health Care

Section II: Hospital Workforce Issues

Section III: Hospital Operations during Disasters and Emergencies

Section IV: Clinical Considerations

Section V: Special Topics

“Due to the complex nature of emergency preparedness, it is critical that healthcare executives ensure their organization develops an all-hazards emergency operations plan relevant to their location and type of organization.”

Reinforce Student Learning with Anatomy of Care

NEW

Anatomy of Care
Will Interactive
ISBN: 978-0-7637-8023-4
Online Access Code • © 2010

*Anatomy of Care* is a compendium of video vignettes that show students a series of scenarios that they would encounter during a day in the life of a typical hospital employee. The vignettes are presented through the eyes of five different characters: a desk clerk, a charge nurse, an environmental services technician, and transporter, and a senior resident.

The student chooses which character they would like to follow through a series of scenarios. As the character progresses through the scenario, the video pauses and the student is asked how he/she thinks the character should proceed. The video proceeds with different outcomes determined by the student choices.

Topics covered include: communication, leadership, quality assurance, patient safety, and providing a patient-centered environment.

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