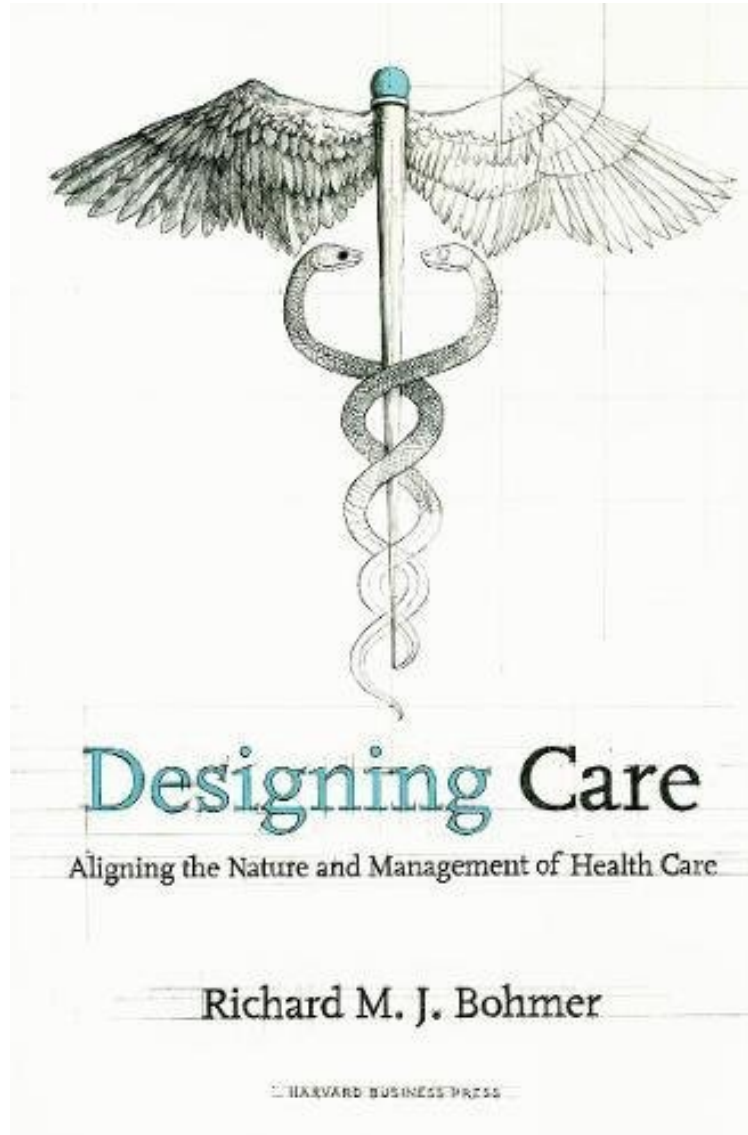


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Designing Care: Aligning the Nature and Management of Health Care

Richard M. J. Bohmer

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Richard M. J. Bohmer : Designing Care: Aligning the Nature and Management of Health Care before purchasing it in order to gauge whether or not it would be worth my time, and all praised Designing Care: Aligning the Nature and Management of Health Care:

1 of 1 people found the following review helpful. Refreshing and innovative By Muhammad Ali Chaudhry Medical

care and its delivery is a complex process. This has been traditionally difficult to understand as focus has been on individual components of the system rather than the whole system. In this book, Dr Bohmer has taken a step back and tried to explain how different components integrate to deliver "care". Secondly, it explains the "nature" of each component since human biology is very complex and systems designed (or need to be designed) have inherent complexity. The book has rightfully excluded insurance and regulatory framework out of discussion as it would distract from main theme of this book. Also, regulatory and insurance environment is constantly changing and it should follow the health "care" delivery rather than reverse. In the conclusion as well as throughout this book, the author has intentionally avoided labeling examples (used to explain the concept) as "exemplary" systems. This would have skewed the reader and would slow down/halt the process of free thinking and innovative ideas. I would like to recommend an improvement in the layout - each chapter could have a brief summary or sub content list. It will make it easier to follow since headings and subheadings are not numbered. Overall, highly recommended especially for physicians learning to become physician leaders.

0 of 0 people found the following review helpful. Five Stars
By John Frias Morales
The graphics are valuable, still cite them many years later
1 of 2 people found the following review helpful. Interesting proposal. Fresh ideas
By Alvaro
Discourse on the seemingly obvious is risky, but the author does properly, arguing well (from a local - northamerican point of view, not global as expected in this century, but enough to get the point) and oriented toward taking action that I consider very appropriate for building new solutions when you think it all boils down to lack of money in health systems. Already, the WHO had called attention to this point in its 2010 World Health Report, so this book helps you to build solutions on that route, bringing fresh ideas to the debate and constituting in an interesting contribution to better care for more people.

Today's health-care providers face growing criticism from policy makers and patients alike. As costs continue to spiral upward and concerns about quality of care escalate, the debate has focused on how to finance health care. Yet funding solutions can't address the underlying questions: Why have costs risen in the first place? And how can we improve the quality and affordability of care? In *Designing Care*, Harvard Business School professor Richard Bohmer argues that these fundamental questions must be answered. A medical doctor himself, Bohmer explains that health-care professionals are tasked with providing two very different types of care—sequential and iterative. With sequential care, a patient can be quickly diagnosed and given predictable, reliable, and low-cost care. But in the case of iterative care, a patient's condition is unknown, and tremendous resources may be required for diagnosis and treatment, often with uncertain outcomes. Bohmer shows that to reduce costs and manage care effectively, sequential and iterative care situations require different management systems. Through stories and cases drawn from years in the field, he reveals how health-care providers can successfully manage both modes. To do so, they must reevaluate traditional roles and embrace continuous learning across the organization. The benefits of this operational redesign? The predictable, responsive, and lower-cost care today's health-care leaders—and patients—seek.

About the Author
Richard Bohmer is a physician and the MBA Class of 1973 Senior Lecturer of Business Administration at the Harvard Business School in the Technology and Operations (TOM) unit.