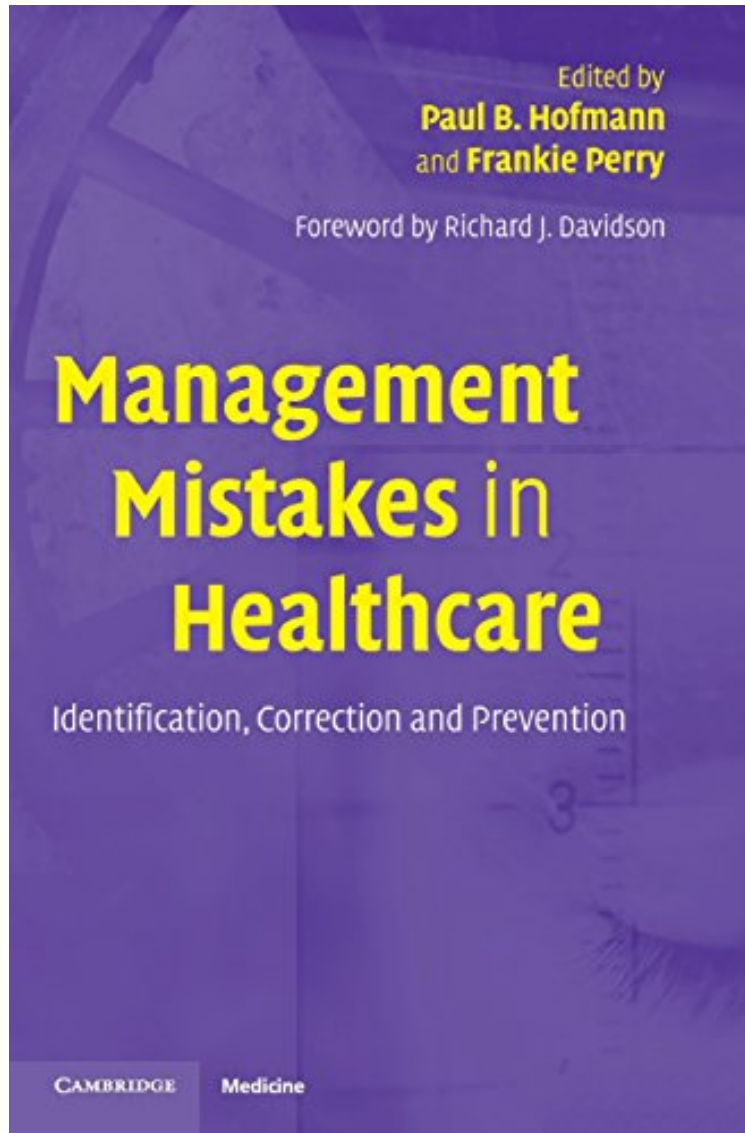


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Management Mistakes in Healthcare: Identification, Correction, and Prevention

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From Brand: Cambridge University Press : Management Mistakes in Healthcare: Identification, Correction, and Prevention before purchasing it in order to gauge whether or not it would be worth my time, and all praised Management Mistakes in Healthcare: Identification, Correction, and Prevention:

While increasing attention has been directed recently toward recognizing and reducing medical errors, healthcare organizations have yet to benefit from a similar scrutiny of management mistakes. Serving as a call to action for health care managers throughout the world, this book addresses the information gap on this critical issue.

"Books like this can be heavy going, but I was surprised to find that all the people involved provided commonsense advice, rendered in mostly nonacademic prose." *Healthcare Hospitality*"This book's combined set of thoughtful essays and case studies on management mistakes is an ideal way to promote a management culture of ethical decision-making, integrity, transparency, good judgement and accountability. Hofmann and Perry's book is a must-read for health care CEOs, trustees, strategists and medical leaders." Gail L. Warden, President Emeritus, Henry Ford Health System, Detroit, MI"This enlightening work demonstrates that just as clinical errors have the potential to inflict harm, so, too, do mistakes made in the management suite. The authors draw on a series of well-designed case studies to illustrate the various ways that mistakes happen and their impact on health care organizations. Unlike medical errors, the impact of management mistakes may not be realized until months and years in the future. Throughout this edited work, the importance of acknowledging errors and learning from mistakes is emphasized. Management errors are not always obvious and they can easily be hidden or obscured. Still the authors advocate that effective managers will create a climate that promotes disclosure of missteps. *Management Mistakes* is an essential read for health care managers at every level and in every segment of the field." Mary E. Steff"This significant compilation of essays and case studies extends the vistas of the 1999 IOM report on error in health care to the realm of health care management. In so doing, it introduces the important concept of decision systems and their design and execution, and illustrates the critical impacts of organization culture (whose origins lie with the CEO) on performance. Here, the etiologic distinctions between individual responsibility and organization system design (for which the CEO is also ultimately responsible) blur, but the eventual implications for patient safety and health care quality are at least as great as they are on the clinical side. This book is must reading both for today's health care executives and for those who aspire to lead health care organizations tomorrow." Dennis S. O'Leary,"In an era where the imperative to improve health care quality and patient safety is clearly understood and accepted, Paul Hofmann and Frankie Perry have expanded the definition of quality to include management decision making. *Management Mistakes in Healthcare* breaks new ground, raising issues that healthcare executives and their organizations need to consider seriously." Gary A. Mecklenburg, President and CEO, Northwestern Memorial HealthCare, Chicago, IL"Management Mistakes in Healthcare is an important addition to the conversation on how to eliminate preventable errors in healthcare institutions. Up to now, the focus has been on the errors that occur in clinical practice. But decisions by healthcare managers and leaders are every bit as critical to patient care and the services patients rely on as those made by clinicians. The authors provide a robust framework for understanding these mistakes and a valuable discussion of how best to prevent them. The case studies, drawn from a wide range of healthcare settings, offer valuable insights for managers, leaders, clinicians, and patients alike." David Lawrence, M.D., Chairman Emeritus of Kaiser Foundation Health Plan and Kaiser Foundation Hospitals, Oakland, CA"Hofmann and Perry have created a ground-breaking book - provocative, comprehensive and a breath of fresh air in today's ethically-challenged managerial climate. Particularly enjoyed the U.K. perspectives and chapter 15, the Hofmann/Perry synopsis, is very strong! Should become the standard ethics text for graduate study in healthcare management." Pat Hays, Former president of the Blue Cross Blue Shield Association, Chicago, IL"This book poses some of the most difficult questions in our profession. At times, I found myself in complete agreement with the authors and, at other times, arguing violently with them. The line between a decision that carries a known risk and one that borders on dereliction of duty is blurry. If the point of the book is to cause the reader to re-examine long-held positions and to take stock of one's career, the authors have succeeded. It is also an excellent blueprint for evaluating future choices." Leo Greenawalt, President and CEO, Washington State Hospital Association, Seattle, WA"Paul Hofmann, Frankie Perry, and their illustrious contributors have done a superb job at addressing an issue no one wants to discuss. Only by understanding the causes of our mistakes can we prevent them in the future. Those we serve have the right to expect no less of us." Thomas C. Dolan, Ph.D., FACHE, CAE, President and CEO, American College of Healthcare Executives, Chicago, IL"...this book is a welcome first attempt to redress the balance and start examining managerial errors in the way medical errors have been scrutinized of late." *Journal of the Royal Society of Medicine*, Nick Black, London School of Hygiene and Tropical MedicineThe important insights provided in the first several chapters are ones the reader will want to return to often...Hofmann and Perry have made a realistic and significant contribution in creating a primer for today's health care executive. Kathryn H. Ruscitto, Senior Vice President, St. Joseph's Hospital Health CenterAbout the AuthorDOB July 6, 1941. DOB November 18, 1934