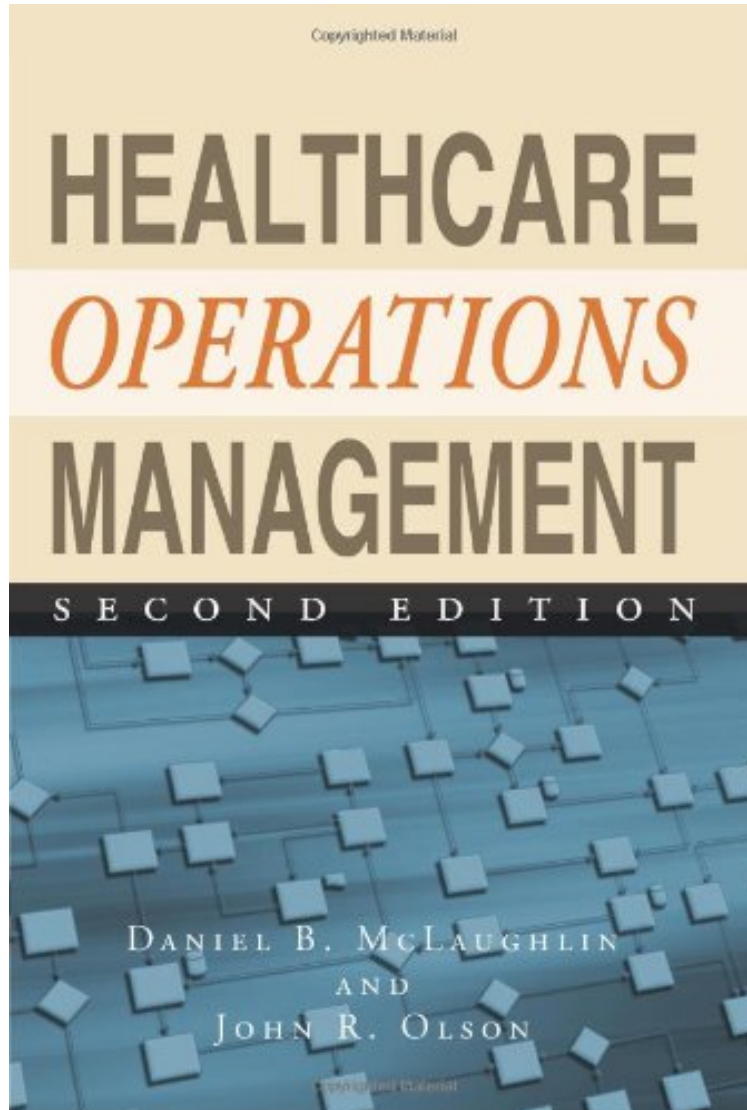


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out book. Well organized, can be read in sequence or jumping to individual chapters. Most importantly, each area has links to examples and resources that complement the information in the book. Topics are reviewed clearly but succinctly. There are very good references, but just enough. This book serves as a very good introduction for a starting to mid level student of the field. It could be used for a more complex program, the key is the complexity of the applications, but the approach and organization and tools it reviews are essentially the same. The early to mid chapters are more basic and foundational. The last third is more advanced and leads to putting it all together. A very good book with excellent resources that amplify and expand topics, tools, and procedures. Easy to read, with multiple clear diagrams. 2 of 2 people found the following review helpful. It's okay. By heal There's a fair amount of unnecessary junk in this book. There's almost an entire page describing the history of the philosophical nature of knowledge. Occasionally the writing will slide into mush-mouthed business jargon. The book itself is mostly generic supply chain information, with sprinkles of healthcare information. This makes it good for medical people with no operations backgrounds, but very redundant for SCM people with no healthcare background. Overall it's okay, but it could be better.

This book focuses on operations management and the strategic implementation of programs, techniques, and tools for reducing costs and improving quality. It covers the basics of operations management and explains how operations and process improvement relate to contemporary healthcare trends such as evidence-based medicine and pay-for-performance. The book's practical approach includes real-world examples to illustrate concepts and explanations of software tools that solve operational problems. This second edition has been thoroughly revised to address current issues facing healthcare managers. Major revisions include extensive updates to the chapters on statistical tools, Six Sigma, and the Lean enterprise. The chapter on project management now includes information on agile, and the chapter on scheduling and capacity management has been substantially rewritten and expanded. A new chapter on improving financial performance with operations management has been added. Key Features: Emphasizes the importance of operations management in implementing the Affordable Care Act Aligns strategic and operational goals, including the use of project management tools and balanced-scorecard techniques to execute and monitor projects Thoroughly explores performance tools, techniques, and programs, including Six Sigma, the Lean enterprise, and simulation Applies process improvement tools to supply chain management, scheduling, and other healthcare issues Includes chapter overviews, a running glossary, discussion questions, and problems for each chapter

About the Author Daniel B. McLaughlin is the director of the Center for Health and Medical Affairs in the Opus College of Business at the University of St. Thomas, St. Paul, Minnesota. Previously, he was the executive director of the National Institute of Health Policy at St. Thomas, the CEO of Hennepin County Medical Center, and the director of a county health system. Mr. McLaughlin has served as chair of the National Association of Public Hospitals and Health Systems and has served on the boards of other regional and national associations. In 1993, he served on President Clinton's Task Force on Health Care Reform. John R. Olson, PhD, is a professor at the University of St. Thomas in the Operations and Supply Chain Department. He has published numerous studies related to quality management and healthcare systems. Over the past 10 years he has consulted with many healthcare organizations on their strategic planning process, metric setting, and the implementation of quality and continuous improvement programs. He is a master Black Belt in Six Sigma and Lean Sensei.