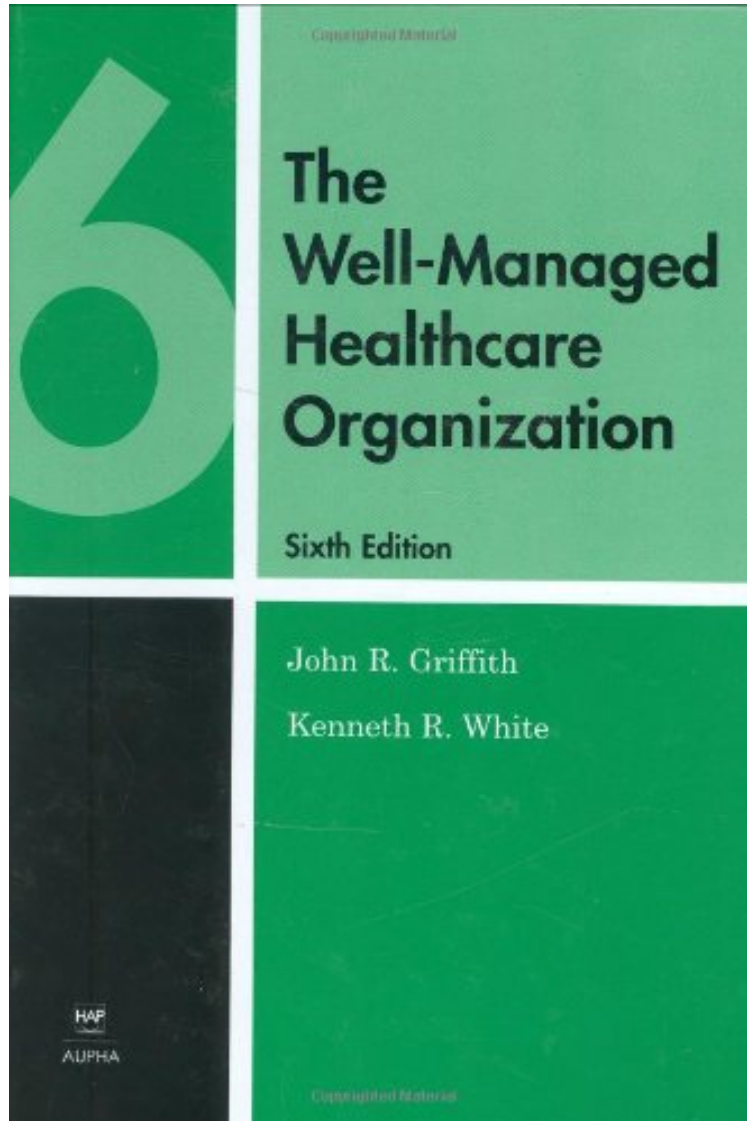


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The Well-Managed Healthcare Organization

John R. Griffith, Kenneth R. White
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Like its best-selling predecessors, the sixth edition of *The Well-Managed Healthcare Organization* describes the corporate, clinical, and logistic processes that healthcare leaders use to meet community needs. The book details the various activities involved in managing care and stresses the interdependence between functional areas. Several themes—the role of the mission, evidence-based decisions, measured performance, continuous improvement, and reward—are carried through each discussion. Extensively revised to reflect developments in the field, the new edition reflects important changes in technology and management approaches. The sixth edition includes new information about:

- *Using the mission, vision, and values to build shared commitment among board members, executive leaders, and clinical staff
- *Measuring, benchmarking, and goal setting to identify opportunities and support continuous improvement
- *Building a culture of mutual respect, and aligning every area of the organization—from the boardroom to the operating room—around the mission and the measurement process
- *Developing, funding, and supporting performance improvement teams to generate new solutions to complex problems
- *Using service lines, protocols, and evidence-based medicine to improve safety, quality, and the effectiveness of clinical practice
- *Maintaining a governance structure that supports sound strategic decisions and fulfills legal and ethical duties
- *Searching the environment systematically for strategic opportunities
- *Building a solid financial foundation to support action when opportunities arise

About the Author John R. Griffith, FACHE, is Andrew Pattullo Collegiate Professor, Department of Health Services Management and Policy, School of Public Health, The University of Michigan, Ann Arbor.