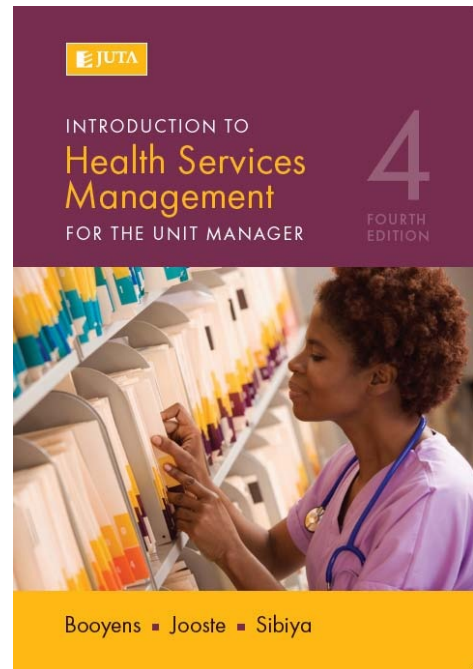


Introduction to Health Services Management

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About this Publication:

A health services unit manager needs to deal with a wide range of tasks every day, ranging from compiling a duty roster or writing a unit procedure to drawing up an emergency plan, preparing an annual budget and answering legal questions. The unit manager must also be able to manage a team of healthcare professionals, lead and motivate the team and organise the unit so that it functions effectively and in line with the institution's vision and mission.

Now in its fourth edition, Introduction to Health Services Management for the Unit Manager has been updated in the following ways:

- There are new chapters on Leadership, Clinical Governance and Disaster Preparedness
- The chapters on the four components of the management process have been thoroughly updated
- The content addresses the legacy qualifications and the new qualifications for Staff and Professional Nurses
- The processes described are aimed at improving efficiencies to reduce the cost to patients and healthcare institutions alike.

Contents Include:

- Chapter 1: Introduction to Nursing Management Processes
- Chapter 2: External Factors Influencing Health Services Management
- Chapter 3: Managing Policy and Procedures
- Chapter 4: Foundations of Planning in Unit Management
- Chapter 5: Principles of Organisation in the Health Services
- Chapter 6: Financial Management
- Chapter 7: Organising Facilities, Equipment and Supplies
- Chapter 8: Human Resources Management
- Chapter 9: People Management
- Chapter 10: Leadership
- Chapter 11: Staff Development
- Chapter 12: Clinical Governance
- Chapter 13: Customer Service and Corporate Governance
- Chapter 14: Delegation and Supervision
- Chapter 15: Disaster Preparedness
- Chapter 16: Quality Improvement

Of Interest and Benefit to:

The student nurse or practising healthcare unit manager will find this book a valuable source of information.