

Healthcare Service Management

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About this Publication:

This updated and improved edition of Healthcare Service Management presents the latest best practice guidelines related to the management of a healthcare organisation. The text examines those aspects of management that are specific to healthcare institutions, including health-related legislation, common law, and ethics. In addition to fulfilling the needs of the nursing student and lecturer, it will serve as a reference on healthcare service management for any practising manager.

This new edition pays particular attention to accessibility with an improved content listing, index and clear subject headings. In addition, new content is included on:

- the legal, ethical and professional framework of healthcare service management, including the management of HIV/AIDS
- the King III Corporate Governance report
- the latest general management theories, including information on conflict management, motivation, assertiveness, problem-solving, performance appraisals, budgeting, financial terminology and managerial accounting.

Main Updates

- Focus on diversity management, cultural competence, social justice and inclusiveness.
- Include knowledge of quality management; risks in healthcare setting; managing current factors and trends, assessment of patient satisfaction; knowledge of ethical and bioethical issues.
- Refreshed references and recent research

Key Features:

- Outcomes specified for each chapter
- Diagrams to support the text
- End of chapter self assessment questions

Contents Include:

- Chapter 1 Management of a healthcare organization
- Chapter 2 Strategic management of a healthcare organization
- Chapter 3 Selected management models and theories
- Chapter 4 Dimensions of functional management in a healthcare organization
- Chapter 5 Change management in a healthcare organization
- Chapter 6 Communication management in a healthcare organization
- Chapter 7 Marketing of a healthcare organization
- Chapter 8 Healthcare service planning and commissioning
- Chapter 9 Management of HIV and AIDS
- Chapter 10 Nature and scope of human resource management
- Chapter 11 Planning and provision of human resources
- Chapter 12 Maintenance of human resources
- Chapter 13 Utilisation of human resources
- Chapter 14 Performance management and development of human resources
- Chapter 15 Fair labour practice
- Chapter 16 Leadership in healthcare service management
- Chapter 17 Financial management of a healthcare organisation
- Chapter 18 Risk management in a healthcare organization
- Chapter 19 Quality improvement models in a healthcare organization
- Chapter 20 Continuous quality improvement in a healthcare organization

Of Interest and Benefit to:

- Practising healthcare service managers (including those preparing for accreditation or certification), lecturers, researchers, senior or post-graduate students involved in healthcare service management.
- Management courses in other disciplines