



Performance Management in Healthcare: Improving Patient Outcomes, An Integrated Approach (Routledge Health Management)

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This important new text demonstrates a step-by-step approach to understanding and improving performance management in healthcare organizations. It discusses the relevance of performance management to disease management and the professional development of the discipline, debates topical issues inherent in healthcare performance management, and includes case histories to assist in improving healthcare processes by making optimal use of tools and theories. It also investigates the application of the principles of the learning organization, performance management, and the theory and practice of quality management.

Factors considered include:

- cost management and its implications
- transparency in healthcare results for all stakeholders
- information technology and its potential
- evaluation of feedback for further performance improvement.

Combining case histories and examples with crucial theoretical framework, this book is invaluable reading for students of healthcare management, and all healthcare managers who strive to attain better care results.

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