



# Managing Health Organizations For Quality And Performance

*Jr., L. Fleming Fallon, James W. Begun, William J. Riley*

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Managing Health Organizations for Quality and Performance looks at health care management from the perspective of quality improvement. Suitable for undergraduates or first-year graduate students, the book reflects the importance of creating quality and value in public health and health services organizations. It introduces complex and important topics but is written in a highly accessible manner. Key Features • Covers the basic subject areas required of managers working in the broad arena that encompasses various forms of health. • The chapters stand alone, allowing instructors to arrange topics as they prefer to present them. • The framework is based on four management functions, rather than management roles or simply presenting facts. • Includes material related to customer service and satisfaction as well as organizational and programmatic quality. • Takes a systems approach with examples of systems thinking applied to both management and quality issues • Provides opportunities for communicating and connecting among many topics and the methodological tools and disciplines (epidemiology, biostatistics, nutrition, maternal and child health) on which they can be applied.

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