

## Shortell and Kaluzny's healthcare management: organization design & behavior

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### Abstrak

PART I: INTRODUCTION. 1. The Challenge of Delivering Value in Health Care: Global and U.S. Perspectives. 2. Leadership and Management: A Framework for Action in Health Care. PART II: MICRO PERSPECTIVES. 3. Organization Design and Work Coordination. 4. Motivating People at Work. 5. Teams and Team Effectiveness in Health Services Organizations. 6. Managing Communication. 7. Power, Politics, and Conflict Management in Health Care Settings. 8. Managing Complexity, Learning, and Innovation. 9. Improving Quality in Health Care Settings. PART III: MACRO PERSPECTIVES. 10. Strategic Thinking and Competitive Advantage. 11. Managing Strategic Alliances in Health Care. 12. Health Policy and Regulation in the United States. 13. Health Information Systems and Organizational Strategy. 14. Consumerism and Ethics: Emerging Issues in Health Care. 15. Globalization and Health.