



The Well-Managed Healthcare Organization

Kenneth R. White, John R. Griffith

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This edition draws on the experiences of high-performing and Malcolm Baldrige Award-winning organizations. It describes the key drivers of success:

A culture of empowerment and responsive leadership that promotes teamwork among physicians, nurses, and other staff

A system for continuous improvement that emphasizes process analysis, negotiated goal setting, measurement, benchmarking, and rewards

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A new chapter on building a culture of shared values, empowerment, communication, and service excellence

A new chapter on the organizational infrastructure that sustains continuous improvement

Strategies for building clinical processes that delight not only physicians and nurses with effective protocols but also patients with responsive, individualized care

Best practices for various operational functions, including comprehensive performance measure and organizational models

Strategies for retaining and increasing the contribution of clinical and administrative staff

Reader-friendly aids, such as on-the-page definitions of terminology, synopses of chapter contents, and questions for reflection or discussion

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