BOOK RECOMMENDATION

Translated Version

HEALTHCARE SERVICES MANAGEMENT

Claudia Affonso Silva Araujo | claraujo@coppead.ufrj.br | ORCID: 0000-0003-0290-4807

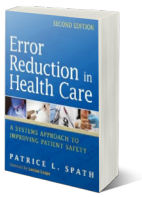
An increasingly relevant topic for practice and research management is Healthcare Processes and Services Management. With growing costs and questioned quality, the pressure for process review and waste reduction is increasing. This is combined with the need for quality improvement, in addition to improved patient safety. Important topics for managers include error reduction, the organization of health care operations, patient safety, and innovation and performance assessment for companies in the industry. The following books presented by Professor **Claudia Affonso Silva Araujo**, who is a professor at COPPEAD/UFRJ and at FGV EAESP, and coordinates the Center for Healthcare Studies – CESS/COPPEAD, provide a robust view of the subject.



ARQUITETURA E PLANEJAMENTO NA GESTÃO DA SAÚDE: Alinhando o conhecimento médico à administração do sistema de saúde
[ARCHITECTURE AND PLANNING IN HEALTHCARE MANAGEMENT: Aligning Medical Knowledge with Healthcare System Management]

Richard M. J. Bohmer. Porto Alegre, RS: Bookman, 2012. 274 p.

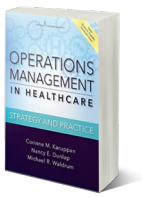
Being a physician and a manager, the author addresses three challenges of providing clinical services: the lack of scientific evidence; practices not based on available evidence; and medical errors due to omission or inappropriate action. In this context, the alignment of healthcare system components (professionals, organizations, knowledge, and care processes) is discussed so as to promote practices that provide good results for both patients and healthcare organizations.



ERROR REDUCTION IN HEALTH CARE: A systems approach to improving patient safety

Patrice L. Spath. San Francisco, USA: Jossey-Bass, 2011. 419 p.

This book focuses on reducing the number and impact of errors in healthcare services and discusses the best ways of measuring and interpreting data, proactively preventing and acting on adverse events, and promoting patient safety initiatives. In addition to discussing the causes of errors, the author presents theories and tools applied to patient safety, such as lean principles, information technology (IT), decision diagrams, and graphs and indicators.



OPERATIONS MANAGEMENT IN HEALTHCARE: Strategy and practice

Corinne M. Karuppan, Nancy E. Dunlap, & Michael R. Waldrum. New York, USA: Springer, 2016. 642 p.

This book discusses how healthcare organizations can become more competitive by managing their operations with the use of concepts and tools as drivers for improving quality, cost, flexibility and service delivery. Examples of topics discussed from a strategic perspective include lean and six sigma principles, capacity planning and demand forecasting, process analysis and design, supply chain management, and IT applications.



INOVAÇÃO NA GESTÃO DA SAÚDE: Soluções disruptivas para reduzir custos e aumentar qualidade
[HEALTHCARE MANAGEMENT INNOVATION: Disruptive solutions to reduce costs and increase quality]

Clayton M. Christensen, Jerome H. Grossman, & Jason Hwang. Porto Alegre, RS: Bookman, 2017. 422 p.

The authors apply principles of disruptive innovation to the healthcare industry to illustrate how cutting-edge technologies and other consumer-driven innovations can help healthcare organizations and health professionals improve care delivery, reduce costs, and make organizational processes more efficient. The book discusses medical practice, payment systems, chronic disease treatment, the pharmaceutical and medical supplies industry, and medical training.



PERFORMANCE MANAGEMENT IN HEALTHCARE: From Key Performance Indicators to Balanced Scorecard

Bryan P. Bergeron. Boca Raton, Florida, USA: CRC Press, 2017. 276 p.

Performance management is discussed as an improvement strategy in the areas of healthcare quality and safety, patient satisfaction, and the financial health of organizations in the industry. To this end, the book presents an extensive list of clinical and operational performance indicators and how they can be incorporated into the organizational structure and professional practice to measure the efficiency and effectiveness of resource use and results achieved.

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