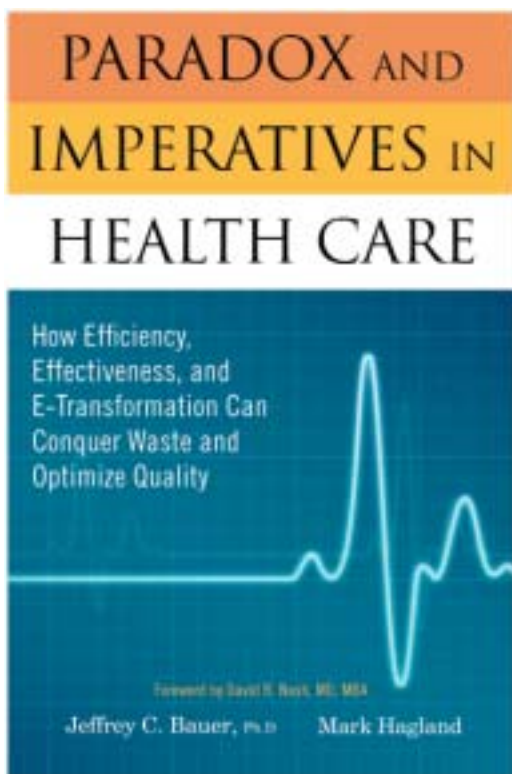


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Paradox and Imperatives in Health Care

How Efficiency, Effectiveness, and E-Transformation Can Conquer Waste and Optimize Quality

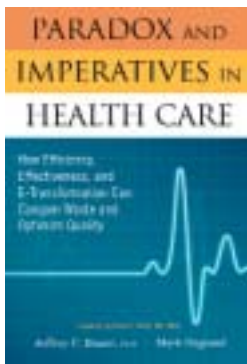
Jeffrey C. Bauer, PhD & Mark Hagland

Foreword by David B. Nash, MD, MBA

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How Efficiency, Effectiveness, and E-Transformation Can Conquer Waste and Optimize Quality

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Foreword by David B. Nash, MD, MBA

Most hospitals, health systems, and other provider organizations are facing financial peril. Mounting receivables from high-deductible health plans, financially challenged consumers, continuing cuts in Medicare, and a precarious economy suggest that real health care spending has peaked. With operating costs increasing and crucial investments in infrastructure not being made, health care providers must find new ways to survive.

In their groundbreaking collaboration, award-winning authors Jeff Bauer PhD and Mark Hagland explain why providers must draw upon internal resources to increase net revenue and to provide the quality of care that payers and consumers are demanding. Through numerous case studies, the authors show how successful health care organizations are using performance improvement tools to produce top-quality services as inexpensively as possible.

Paradox and Imperatives in Health Care

- Shows why hospitals and medical groups must methodically respond to new political and economic realities that will not be kind to “business as usual.”
- Exposes the abundant waste in health care and illustrates economic concepts for producing top-quality care all the time, as inexpensively as possible.
- Explains proven processes for performance improvement and information technologies used in other industries that were forced to change just to stay in business.
- Establishes providers’ internal transformation as an essential foundation for all other approaches to health reform.
- Highlights leadership’s strategic role in organizational responses to the new imperatives of the medical marketplace...how to put their organizations on a positive path while redirection is still possible!

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Praise for *Paradox and Imperatives in Health Care*

“Wow! Providers, heal thyselfes...supported by clearly communicated economic theory; real examples from all types of providers; just enough improvement process information to intrigue and direct further investigation; key success factors; and then, the punch line, a message for purchasers, payers and patients—a prescription and challenge for policy change. As provider, patient, and citizen I say Thanks!!!”

—Lois Huminiak, BSN, MS, CPHQ, Clinical Quality Coordinator, Northwestern Memorial Hospital, Chicago, IL

“Paradox and Imperatives in Health Care does a masterful job of discussing practical approaches to achieving material gains in health care provider effectiveness and efficiency through e-health technologies and disciplined process change. It is a superb book.”

—John Glaser, PhD, Vice President and Chief Information Officer, Partners HealthCare, Boston, MA

“This book has just the right combination of empirical research, rigorous methods, and analytical thinking, presented via lucid writing and message clarity, that business people want and need. Most importantly, it provides real-world solutions to control costs and improve quality, recognizing, as the authors wisely write, that ‘Third parties [including employers] are no longer able or willing to subsidize waste in health care.’ Time is running out for change.”

—Helen Darling, President, National Business Group on Health, Washington, DC

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