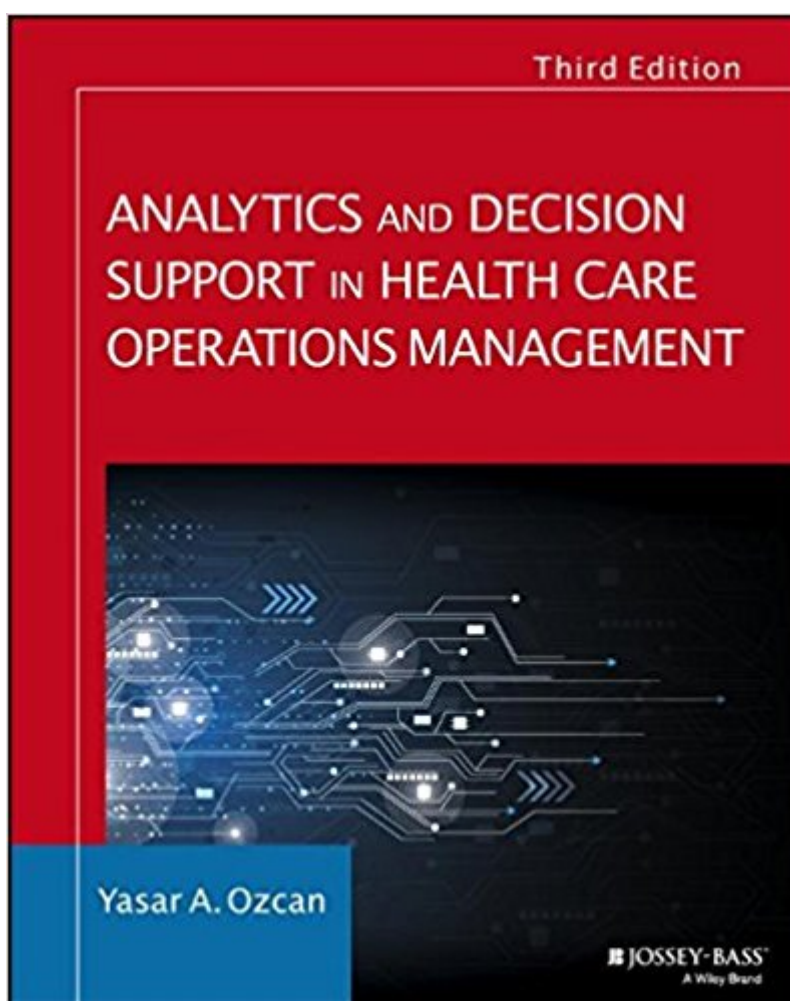


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# Analytics And Decision Support In Health Care Operations Management (Jossey-Bass Public Health)



## Synopsis

A compendium of health care quantitative techniques based in Excel Analytics and Decision Support in Health Care Operations is a comprehensive introductory guide to quantitative techniques, with practical Excel-based solutions for strategic health care management. This new third edition has been extensively updated to reflect the continuously evolving field, with new coverage of predictive analytics, geographical information systems, flow process improvement, lean management, six sigma, health provider productivity and benchmarking, project management, simulation, and more. Each chapter includes additional new exercises to illustrate everyday applications, and provides clear direction on data acquisition under a variety of hospital information systems. Instructor support includes updated Excel templates, PowerPoint slides, web based chapter end supplements, and data banks to facilitate classroom instruction, and working administrators will appreciate the depth and breadth of information with clear applicability to everyday situations. The ability to use analytics effectively is a critical skill for anyone involved in the study or practice of health services administration. This book provides a comprehensive set of methods spanning tactical, operational, and strategic decision making and analysis for both current and future health care administrators. Learn critical analytics and decision support techniques specific to health care administration Increase efficiency and effectiveness in problem-solving and decision support Locate appropriate data in different commonly-used hospital information systems Conduct analyses, simulations, productivity measurements, scheduling, and more From statistical techniques like multiple regression, decision-tree analysis, queuing and simulation, to field-specific applications including surgical suite scheduling, roster management, quality monitoring, and more, analytics play a central role in health care administration. Analytics and Decision Support in Health Care Operations provides essential guidance on these critical skills that every professional needs.

## Book Information

Series: Jossey-Bass Public Health

Paperback: 600 pages

Publisher: Jossey-Bass; 3 edition (April 10, 2017)

Language: English

ISBN-10: 1119219817

ISBN-13: 978-1119219811

Product Dimensions: 7.3 x 1.2 x 9.2 inches

Shipping Weight: 2 pounds (View shipping rates and policies)

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A PRACTICAL, EXCEL-BASED INTRODUCTION TO CORE ANALYTIC AND DECISION SUPPORT TECHNIQUES IN HEALTH SERVICES ADMINISTRATION *Analytics and Decision Support in Health Care Operations Management* provides a comprehensive introduction to essential analytic methods spanning tactical, operational, and strategic decision-making and analysis, with clear explanation and practical demonstration. Now in its third edition, this book features Excel-based examples and exercises that illustrate everyday applications, with clear direction on data acquisition under a variety of systems. Extensive exercises link concept to practice in real-world terms, while authoritative explanation of new and emerging technologies leaves administrators better-equipped to improve their facilities' performance. *Analytics and Decision Support in Health Care Operations Management, Third Edition* explores: Essential analytic techniques including decision tree analysis, productivity measurement, queuing models, simulation, supply chain, and project management Management models and methods for improving processes and productivity, with new in-depth coverage of lean management, six sigma, quality control, and more Geographic information systems, free macro based "Excel templates", access to health information databases, and other technology critical to effective health care administration Excel templates, PowerPoint slides, web-based chapter-end supplements, and data sources facilitate use in the classroom, while the practical focus and comprehensive scope provide a high-value resource for working administrators. Accurately reflecting analytics' increasing role in health care administration, this book provides the critical guidance every professional needs.

The Author YASAR A. OZCAN, PhD, is Charles P. Cardwell, Jr. Professor and vice chair and director of the Master of Science in Health Administration program at Virginia Commonwealth University. Extensively published in health care performance assessment, he is the founding Editor-in-Chief of *Health Care Management Science*. Dr. Ozcan's massive work has applied data envelopment analysis to health care facilities including hospitals, nursing homes, mental health

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