PREFACE

Recent years have seen considerable change in the delivery systems for long-term services and supports, as well as in the variety of services and supports provided. External forces driving such change include the passage of the Affordable Care Act and other laws and regulations, changes in demographics and population diversity, and the development of new technologies. The population of older adults and people with disabilities has increased dramatically and will continue to grow through 2050 and beyond. These trends are not unique to the United States—they represent a global phenomenon affecting the healthcare and economic systems of numerous countries. This situation has introduced a variety of new challenges, but it has also ushered in exciting new opportunities for individuals wishing to help people with chronic illness and long-term care needs.

The second edition of *Dimensions of Long-Term Care Management* takes a fresh look at long-term care services in hopes that students will gain a solid grasp of this dynamic, rapidly growing sector and train for new career paths. The book was written at an introductory level so that it can be used by undergraduates and other students new to healthcare management. Readers will gain a broad overview of the market for long-term services and supports, as well as a general understanding of the needs of older adults and people with disabilities.

Revisions for this second edition offer new perspectives on long-term care and reflect recent developments in the field. An overview of healthcare policy issues affecting long-term services and supports has been added, with special attention to the various initiatives of the Affordable Care Act. Issues pertaining specifically to individuals with disabilities are covered in various chapters, and new international content highlights the experiences of long-term care consumers throughout the world. A new chapter discusses care transitions

and the growing importance of post-acute care services. Another new chapter addresses issues of quality and safety, the subject of increasing emphasis in long-term care.

One of the premises of this book is that approaches to providing long-term care must bring greater flexibility, in terms of both delivery systems and reimbursement methods. Other prominent issues deal with the role of technology and the management of resources. These factors will continue to grow in importance as the pressures of an increasingly aged, chronically ill, and disabled population collide with society's limited resources.

The chapters of *Dimensions of Long-Term Care Management* are organized in two parts. Part I presents an overview of long-term services and supports, with definitions of key terms, descriptions of delivery systems and systems for reimbursement, and discussions about policy. It incorporates perspectives from individuals who use long-term services as well as those who provide them, with attention to the impact of growing cultural diversity on long-term care. The book examines the broad spectrum of long-term services and supports, including care transitions and post-acute care, residential care, home and community-based services, the role of technology, hospice and end-of-life care, and care for individuals with chronic conditions.

Part II provides an overview of the management issues involved in long-term care service delivery. These chapters address such issues as design considerations for long-term environments, human resources concerns, the marketing of long-term care services, legal and ethical issues, regulation of long-term care, quality and safety in long-term care, and financing and reimbursement for services. The book concludes with an epilogue that considers key factors affecting the future of long-term care service delivery.

We hope that the second edition of this book continues to inspire readers—both in the United States and in other countries—to consider a career path in the dynamic and evolving field of long-term care. We also hope that readers develop the same enthusiasm and passion for long-term care services that we have. Your feedback is very much appreciated.

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INSTRUCTOR RESOURCES

This book's Instructor Resources include a test bank, presentation PowerPoint slides, answer guides to the end-of-chapter questions, answer guides to the case study questions, and sample course syllabi. The Instructor Resources take into account instructors' need for flexible coverage of the topic; the growing use of classroom technology and online/hybrid course delivery systems; and varying course lengths, from 5-week intensives to traditional 14-week, semester-based classes.

This book's Instructor Resources are available to instructors who adopt this book for use in their course. For access information, please e-mail hapbooks@ache.org.