



Transition Guide

Dunn and Haimann's Healthcare Management, Eleventh Edition

Rose T. Dunn

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Dunn and Haimann's Healthcare Management provides a definitive overview of healthcare management, organized around five primary functions: planning, organizing, staffing, influencing, and controlling. The book ties these primary functions together through clear explanations of management theories, tools, and other foundational information. It also explores the role of supervisors, behavioral factors, and generational stimuli that motivate employees within the conceptual framework of managing.

Changes in the Eleventh Edition

All chapters have been updated with new information. New tools, exhibits, and examples have been added to several chapters. At the end of most chapters, the reader will find additional resources to further study the chapter's concepts, chapter review questions, and relevant case studies from Ann Scheck McAlearney and Anthony R. Kovner's text, *Health Services Management: A Case Study Approach*.

Extensive chapter updates include the following:

Chapter	Chapter Title	New Material
1	The Supervisor's Job, Roles, Functions, and Authority	New concepts such as Big Data and Bundled Payment, Katz's 3 managerial skills and the trilogy of management.
2	The Theories and History of Management	Discussion of Theory C-Connected Culture and pre-classical theorists, Robert Owens and Charles Babbage.
5	Communicating	Discussion of the communication equation.
6	Legal Aspects of the Healthcare Setting	Discussion of the "Me Too" movement along with a new section addressing the role of the compliance department.
7	Emerging Influences in Healthcare	Newly written chapter on the emerging influences in healthcare that speaks to the many

		issues confronting today's healthcare organizations and their supervisors and managers.
8	Managerial Planning	The planning function is discussed and includes new definitions and differentiation of strategy versus planning. The role of the business intelligence analyst and project manager in developing and implementing an organization's plan are discussed along with the organization's responsibility to consider social determinants of health. In this chapter, Covey's Wildly Important Goal (WIG) and Doerr's Objectives and Key Results (OKR) concepts are addressed.
15	Process and Quality Improvement and the Effect on Reorganization	Expanded discussion of Lean Six Sigma and Re-engineering as well as Force Field Analysis.
18	The Staffing Process	Addressing the use of artificial intelligence and social media usage in the recruitment process, virtual team software applications, use of crowdsourcing as an appraisal tool, and the Health Leadership Competency Model
25	Leadership	Icarus Syndrome, Dynamic Equilibrium, Sirota's Enthusiastic Employee Model of Motivation, Just Culture, and Bennett's FIRED
26	Fundamentals of Control and the Controlling Function	A new overview of Risk Management, Finance Department, COSO guide to Internal Control.