



Transition Guide  
for  
*Healthcare Operations Management*  
Third Edition

March 2017

<u>Chapter No.</u>	<u>Chapter Title</u>	<u>Changes</u>
1	The Challenge and the Opportunity	Revised discussion of the Affordable Care Act (ACA). Coverage of analytics and future innovations.
2	History of Performance Improvement	Expanded coverage of patient safety and adverse events. Discussion of the recent history of informatics, big data, and data mining.
3	Evidence-Based Medicine and Value-Based Purchasing	Expanded discussion of value-based purchasing. Coverage of data collection challenges.
4	Strategy and the Balanced Scorecard	Fresh perspectives on and metrics of population and public health. Case study involving evidence-based order sets.
5	Project Management	Discussion of launching, leading, and staffing projects.
6	Tools for Problem Solving and Decision Making	Minor updates.
7	Statistical Thinking and Statistical Problem Solving	Added a case study involving estimation of the impact of the Zika virus outbreak.
8	Healthcare Analytics <b>NEW CHAPTER</b>	Defines and characterizes healthcare analytics. Discusses data visualization techniques, including dashboards, plots, and scorecards; data mining; and other related concepts. Case studies are included.
9	Quality Management: Focus on Six Sigma (formerly Chapter 8)	New case study added.
10	The Lean Enterprise (formerly Chapter 9)	Expanded how-to details on Lean tools. Discussion of theory of constraints.
11	Process Improvement and Patient Flow	Discussion of queuing theory with case studies.
12	Scheduling and Capacity Management	Expanded section on master production (staff) scheduling and advanced-access patient scheduling.
13	Supply Chain Management	New case study added.
14	Improving Financial Performance with Operations Management	Updated Medicare and ACA financial policies. Case studies added.
15	Holding the Gains	Minor updates.