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Hospitals and Health Systems: What They Are and How They Work is a comprehensive look at the inner workings of the modern health care organization.

Locked in the Cabinet is a close-up view of the way things work, and often don't work, at the highest levels of government--and a uniquely personal account by the man whose ideas inspired and animated much of the Clinton campaign of 1992 and who became the cabinet officer in charge of helping ordinary Americans get better jobs. Robert B. Reich, writer, teacher, social critic--and a friend of the Clintons since they were all in their twenties--came to be known as the "conscience of the Clinton administration and one of the most successful Labor Secretaries in history. Here is his sometimes hilarious, sometimes poignant chronicle of trying to put ideas and ideals into practice. With wit, passion, and dead-aim honesty, Reich writes of those in Washington who possess hard heads and soft hearts, and those with exactly the opposite attributes. He introduces us to the career bureaucrats who make Washington run and the politicians who, on occasion, make it stop; to business tycoons and labor leaders who clash by day and party together by night; to a president who wants to change America and his opponents (on both the left and the right) who want to keep it as it is or return it to where it used to be. Reich guides us to the pinnacles of power and pretension, as bills are passed or stalled, reputations built or destroyed, secrets leaked, numbers fudged, egos bruised, news stories spun, hypocrisies exposed, and good intentions occasionally derailed. And to the places across America where those who are the objects of this drama are simply trying to get by--assembly lines, sweatshops, union halls, the main streets of small towns and the tough streets of central cities. Locked in the Cabinet is an intimate odyssey involving a memorable cast--a friend who is elected President of the United States, only to discover the limits of power; Alan Greenspan, who is the most powerful man in America; and Newt Gingrich, who tries to be. Plus a host of others: White House staffers and cabinet members who can't find "the loop"; political consultant Dick Morris, who becomes "the loop"; baseball players and owners who can't agree on how to divide up \$2 billion a year; a union leader who accuses Reich of not knowing what a screwdriver looks like; a heretofore invisible civil servant deep in the Labor Department whose brainchild becomes the law of the land; and a wondrous collection of senators, foreign ministers, cabinet officers, and television celebrities. And it is also an odyssey for Reich's wife and two young sons, who learn to tolerate their own cabinet member but not to abide Washington. Here is Reich--determined to work for a more just society, laboring in a capital obsessed with exorcising the deficit and keeping Wall Street happy--learning that Washington is not only altogether different from the world of ordinary citizens but ultimately, and more importantly, exactly like it: a world in which Murphy's Law reigns alongside the powerful and the privileged, but where hope amazingly persists. There are triumphs here to fill a lifetime, and frustrations to fill two more. Never has this world been revealed with such richness of evidence, humor, and warmhearted candor.

This concise text is a reader friendly primer to the fundamentals of administrative responsibility and ethics. Your students will come away with a clear understanding of why ethics are important to administrators in governmental and non-profit organizations, and how these administrators can relate their own personal values to the norms of the public sector. Since the publication of the first edition of The Ethics Primer, there has been significant change in the climate of public affairs that impacts the discussion of ethics for those who serve the public in governmental and nonprofit organizations. The new edition reflects those changes in three major areas: Ethics in an era of increasing tension between political leaders and administrators over the role and size of government. Ethical choices in making fiscal cuts or imposing new taxes in the face of the greatest economic crisis since the Depression. Ethical challenges to established practices in public organizations. The Second Edition also offers thoroughly updated data and sources throughout, as well as examples that incorporate new research and new developments in government and politics. The Second Edition of The Ethics Primer for Public Administrators in Government and Nonprofit Organizations: Introduces readers to the fundamentals of administrative responsibility and provides comprehensive coverage of the important elements of ethics. Features an accessible and interactive approach to maximize understanding of the subject. Includes information on the nature of public service and the ethical expectations of public administrators, as well factors that may lead to unethical behavior. Written from a political perspective, the book addresses questions that are highly salient to persons working in government and nonprofits. Offers helpful ways to link ethics and management in order to strengthen the ethical climate in a public organization."

This reference text addresses the basic knowledge of research administration and anagement, and includes everything from a review of research administration and the infrastructure that is necessary to support research, to project development and post-project plans. Examples of concepts, case studies, a glossary of terms and acronyms, and references to books, journal articles, monographs, and federal regulations are also included.

Laboratory Animal Medicine is a compilation of papers that deals with the diseases and biology of major species of animals used in medical research. The book discusses animal medicine, experimental methods and techniques, design and management of animal facilities, and legislation on laboratory animals. Several papers discuss the biology and diseases of mice, hamsters, guinea pigs, and rabbits. Another paper addresses the dog and cat as laboratory animals, including sourcing of these animals, housing, feeding, and their nutritional needs, as well as breeding and colony management. The book also describes ungulates as laboratory animals, including topics on sourcing, husbandry, preventive medical treatments, and housing facilities. One paper addresses primates as test animals, covering the biology and diseases of old world primates, Cebidae, and ferrets. Some papers pertain to the treatment, diseases, and needed facilities for birds, amphibians, and fish. Other papers then deal with techniques of experimentation, anesthesia, euthanasia, and some factors (spontaneous diseases) that complicate animal research. The text can prove helpful for scientists, clinical assistants, and researchers whose work involves laboratory animals.

The Yearbook on Space Policy aims to be the reference publication analyzing space policy developments. Each year it presents issues and trends in space policy and the space sector as a whole. Its scope is global and its perspective is European.

Health Care Finance and the Mechanics of Insurance and Reimbursement stands apart from other texts on health care finance or health insurance, in that it combines financial principles unique to the health care setting with the methods and process for reimbursement (including coding, reimbursement strategies, compliance, financial reporting, case mix index, and external auditing). It explains the revenue cycle in detail, correlating it with regular management functions; and covers reimbursement from the initial point of care through claim submission and reconciliation. Thoroughly updated for

its second edition, this text reflects changes to the Affordable Care Act, Managed Care Organizations, new coding initiatives, new components of the revenue cycle (from reimbursement to compliance), updates to regulations surrounding health care fraud and abuse, changes to the Recovery Audit Contractors (RAC) program, and more. *Organizational Behavior in Health Care* was written to assist those who are on the frontline of the industry everyday—healthcare managers who must motivate and lead very diverse populations in a constantly changing environment. Designed for graduate-level study, this book introduces the reader to the behavioral science literature relevant to the study of individual and group behavior, specifically in healthcare organizational settings. Using an applied focus, it provides a clear and concise overview of the essential topics in organizational behavior from the healthcare manager's perspective. *Organizational Behavior in Health Care* examines the many aspects of organizational behavior, such as individuals' perceptions and attitudes, diversity, communication, motivation, leadership, power, stress, conflict management, negotiation models, group dynamics, team building, and managing organizational change. Each chapter contains learning objectives, summaries, case studies or other types of activities, such as, self-assessment exercises or evaluation.

This authoritative guide presents a wide range of health care topics in a comprehensible and engaging manner that will carefully guide your students through the complex maze of the legal system. With new case studies and news clippings in each chapter, the 13th edition continues to serve as an ideal introduction to the legal and ethical issues in the healthcare workplace.

Hands-on guide designed for architects, administrators, engineers and others working with Office 365 and Exchange Online.

Project Planning and Management: A Guide for Nurses and Interprofessional Teams, Second Edition serves as a primary resource for students developing and implementing clinical projects as a requirement for course completion.

An interior, infrared thermographic survey of single-pane, aluminum-frame, projected windows was performed to pinpoint locations of excessive infiltration. Infrared thermographic inspection accomplishes this more quickly and more accurately than conventional techniques of studying window infiltration. This report presents 32 thermograms and photographs which in many cases dramatically illustrate infiltrations (1) around the mullions, (2) along the top opening cracks, and (3) under the frame/sill interfaces. Poor glazing seals were easily detected and the exact points of glass/frame leakages were pinpointed. Plumes of warm air on the window glass, rising from the convectors, were dramatically captured by the infrared camera system. In several cases, the plumes were noted 12 ft. above the convectors on the top window panels. Heat loss from the convectors was noted through the walls of the building in thermograms taken from the outside. Several recommendations were prepared for the General Services Administration, owner of this Federal Office Building in Burlington, Vermont. (Author).

*Dental Office Administration* is a comprehensive resource that details the responsibilities of the dental office professional, providing practical communication techniques and tips for problem solving. It also provides the necessary clinical background information every dental office professional needs for a successful practice. Hands-on activities within the text require students to practice common tasks, such as dental charting, writing a memo, or conducting a mock telephone call with another student. A free bonus DVD-ROM for Windows includes practice management software called 'DENTRIXG4 practice management' to give students 'real world' experience managing patient data and filing electronic claims. A companion Website includes the full text and a quiz bank.

*Management and Leadership for Nurse Administrators, Seventh Edition* provides professional administrators and nursing students with a comprehensive overview of management concepts and theories. This text provides a foundation for nurse managers and executives as well as nursing students with a focus on management and administration. Important Notice: The digital edition of this book is missing some of the images or content found in the physical edition.

This concise, reader-friendly, introductory healthcare management text covers a wide variety of healthcare settings, from hospitals to nursing homes and clinics. Filled with examples to engage the reader's imagination, the important issues in healthcare management, such as ethics, cost management, strategic planning and marketing, information technology, and human resources, are all thoroughly covered.

*Leadership in Action* dispels the myth that there is one best leadership style that all early childhood directors should emulate. It addresses the distinction between leadership as a role and leadership as a set of skills and competencies that can be supported and nurtured at all levels of the organization. The book is filled with practical suggestions and lively examples from high-performing directors on how to create and sustain a compelling vision for their early childhood programs.

Using the same approach, this text provides a distillation of the widely popular *Legal Aspects of Health Care Administration*. It presents an overview of health law topics in an interesting and understandable format, leading the reader through the complicated maze of the legal system. The topics presented in this book create a strong foundation in health law. This book is a sound reference for those who wish to become more informed about how the law, ethics, and health care intersect. Features: A historical perspective on the development of hospitals, illustrating both their progress and failures through the centuries. Actual court cases, state and federal statutes, and common-law principles are examined. A broad discussion of the legal system, including the sources of law and government organization. A basic review of tort law, criminal issues, contracts, civil procedure and trial practice, and a wide range of real life legal and ethical dilemmas that caregivers have faced as they wound their way through the courts. An overview of various ways to improve the quality and delivery of health care.

Given the prominent role played by policy and law in the health of all Americans, the aim of this book is to help readers understand the broad context of health policy and law. The essential policy and legal issues impacting and flowing out of the health care and public health systems, and the way health policies and laws are formulated. Think of this textbook as an extended manual. introductory, concise, and straightforward. to the seminal issues in U.S. health policy and law, and thus as a jumping off point for discussion, reflection, research, and analysis.

Health Sciences & Professions

This book is one of the first to document the challenges and opportunities facing the Hong Kong police force following the reversion of political authority from the UK to China in 1997. Thematically organized and oriented towards those issues of greatest concern to the public, such as police accountability, assaults on police, police deployment, surveillance powers, and policing across borders, it provides a detailed discussion of these and other contemporary issues. The opening chapter sets the work within historical context while the final chapter provides a comparison of policing in Hong Kong with public security in the PRC. The book will be of value to students and researchers working in the area of comparative policing, and comparative criminal justice, as well as police professionals, and policy-makers.

Title 14, Aeronautics and Space, Parts 1-59

Dr. Griffiths' Principals of Inclusion is both a practical, realistic blueprint and an inspiring call to action for accelerating schools/school systems in their search to optimize all students' potential (inclusion). In an information age and an increasingly interconnected Global Village, no student's potential can afford to be wasted, especially by exclusionary educational practices/traditions (either conscious or unconscious). Dr. Griffiths writes clearly, using universal metaphors/tactics applicable to all educational situations.

Legal and Ethical Issues for Health Professionals, Fifth Edition is a concise and practical guide to legal and ethical dilemmas facing healthcare professionals in the real-world today. Thoroughly updated and featuring new case studies, this dynamic text will help students to better understand the issues they will face on the job and the implications in the legal arena. With contemporary topics, real-world examples, and accessible language, this comprehensive text offers students an applied perspective and the opportunity to develop critical thinking skills. Legal and Ethical Issues for Health Professionals provides an effective transition from the classroom to the reality of a clinical environment.

An enlightening narrative exploring an oft-overlooked aspect of the sixteenth president's life, *An American Marriage* reveals the tragic story of Abraham Lincoln's marriage to Mary Todd. Abraham Lincoln was apparently one of those men who regarded "connubial bliss" as an untenable fantasy. During the Civil War, he pardoned a Union soldier who had deserted the army to return home to wed his sweetheart. As the president signed a document sparing the soldier's life, Lincoln said: "I want to punish the young man—probably in less than a year he will wish I had withheld the pardon." Based on thirty years of research, *An American Marriage* describes and analyzes why Lincoln had good reason to regret his marriage to Mary Todd. This revealing narrative shows that, as First Lady, Mary Lincoln accepted bribes and kickbacks, sold permits and pardons, engaged in extortion, and peddled influence. The reader comes to learn that Lincoln wed Mary Todd because, in all likelihood, she seduced him and then insisted that he protect her honor. Perhaps surprisingly, the 5'2" Mrs. Lincoln often physically abused her 6'4" husband, as well as her children and servants; she humiliated her husband in public; she caused him, as president, to fear that she would disgrace him publicly. Unlike her husband, she was not profoundly opposed to slavery and hardly qualifies as the "ardent abolitionist" that some historians have portrayed. While she provided a useful stimulus to his ambition, she often "crushed his spirit," as his law partner put it. In the end, Lincoln may not have had as successful a presidency as he did—where he showed a preternatural ability to deal with difficult people—if he had not had so much practice at home.

Health Care Administration continues to be the definitive guide to contemporary health administration and is a must-have reference for students and professionals. This classic text provides comprehensive coverage of detailed functional, technical, and organizational matters.

Every leader understands the burning need for change—and every leader knows how risky it is, and how often it fails. To make organizational change work, you need to base it on science, not intuition. Despite hundreds of books on change, failure rates remain sky high. Are there deep flaws in the guidance change leaders are given? While eschewing the pat answers, linear models, and change recipes offered elsewhere, Paul Gibbons offers the first blueprint for change that fully reflects the newest advances in mindfulness, behavioral economics, the psychology of risk-taking, neuroscience, mindfulness, and complexity theory. Change management, ostensibly the craft of making change happen, is rife with myth, pseudoscience, and flawed ideas from pop psychology. In Gibbons' view, change management should be "euthanized" and replaced with change agile businesses, with change leaders at every level. To achieve that, business education and leadership training in organizations needs to become more accountable for real results, not just participant satisfaction (the "edutainment" culture). Twenty-first century change leaders need to focus less on project results, more on creating agile cultures and businesses full of staff who have "get to" rather than "have to" attitudes. To do that, change leaders will have to leave behind the old paradigm of "carrots and sticks," both of which destroy engagement. "New analytics" offer more data-driven approaches to decision making, but present a host of people challenges—where petabyte information flows meet traditional decision-making structures. These approaches will have to be complemented with "leading with science"—that is, using evidence-based management to inform strategy and policy decisions. In *The Science of Successful Organizational Change*, you'll learn: How the VUCA (Volatile, Uncertain, Complex, and Ambiguous) world affects the scale and pace of change in today's businesses How understanding of flaws in human decision-making can help leaders guide their teams toward wiser strategic decisions when the stakes are largest—including "when to trust your guy and when to trust a model" and "when all of us are smarter than one of us" How new advances in neuroscience have altered best practices in influencing colleagues; negotiating with partners; engaging followers' hearts, minds, and behaviors; and managing resistance How leading organizations are making use of the science of mindfulness to create agile learners and agile cultures How new ideas from analytics, forecasting, and risk are humbling those who thought they knew the future—and how the human side of analytics and the psychology of risk are paradoxically more important in this technologically enabled world What complexity theory means for decision-making in the context of your own business How to create resilient and agile business cultures and anti-fragile, dynamic business structures To link science with your "on-the-ground" reality, Gibbons tells "warts and all" stories from his twenty-

plus years consulting to top teams and at the largest businesses in the world. You'll find case studies from well-known companies like IBM and Shell and CEO interviews from Nokia and Barclays Bank.

A complete and balanced reference, *Public Budgeting Systems, Eighth Edition* surveys the current state of budgeting throughout all levels of the United States government. The text emphasizes methods by which financial decisions are reached within a system as well as ways in which different types of information are used in budgetary decision-making. It also stresses the use of program information, since, for decades, budget reforms have sought to introduce greater program considerations into financial decisions. This updated text includes more cases studies and practical information, figures and charts to make the information more accessible, as well as additional student problems. Using this text, students will gain a first-rate understanding of methods by which financial decisions are reached within a system, and how different types of information are used in budgetary decision-making.

Dental Office Administration Jones & Bartlett Learning

Like a modern-day Jane Jacobs, Janette Sadik-Khan transformed New York City's streets to make room for pedestrians, bikers, buses, and green spaces. Describing the battles she fought to enact change, *Streetfight* imparts wisdom and practical advice that other cities can follow to make their own streets safer and more vibrant. As New York City's transportation commissioner, Janette Sadik-Khan managed the seemingly impossible and transformed the streets of one of the world's greatest, toughest cities into dynamic spaces safe for pedestrians and bikers. Her approach was dramatic and effective: Simply painting a part of the street to make it into a plaza or bus lane not only made the street safer, but it also lessened congestion and increased foot traffic, which improved the bottom line of businesses. Real-life experience confirmed that if you know how to read the street, you can make it function better by not totally reconstructing it but by reallocating the space that's already there. Breaking the street into its component parts, *Streetfight* demonstrates, with step-by-step visuals, how to rewrite the underlying "source code" of a street, with pointers on how to add protected bike paths, improve crosswalk space, and provide visual cues to reduce speeding. Achieving such a radical overhaul wasn't easy, and *Streetfight* pulls back the curtain on the battles Sadik-Khan won to make her approach work. She includes examples of how this new way to read the streets has already made its way around the world, from pocket parks in Mexico City and Los Angeles to more pedestrian-friendly streets in Auckland and Buenos Aires, and innovative bike-lane designs and plazas in Austin, Indianapolis, and San Francisco. Many are inspired by the changes taking place in New York City and are based on the same techniques. *Streetfight* deconstructs, reassembles, and reinvents the street, inviting readers to see it in ways they never imagined.

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