

Quantitative Methods in Health Care Management: Techniques and Applications

By Yasar A. Ozcan

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Thoroughly revised and updated for Excel®, this second edition of Quantitative Methods in Health Care Management offers a comprehensive introduction to quantitative methods and techniques for the student or new administrator. Its broad range of practical methods and analysis spans operational, tactical, and strategic decisions. Users will find techniques for forecasting, decision-making, facility location, facility layout, reengineering, staffing, scheduling, productivity, resource allocation, supply chain and inventory management, quality control, project management, queuing models for capacity, and simulation. The book's step-by-step approach, use of Excel, and downloadable Excel templates make the text highly practical.

Praise for the Second Edition

"The second edition of Dr. Ozcan's textbook is comprehensive and well-written with useful illustrative examples that give students and health care professionals a perfect toolkit for quantitative decision making in health care on the road for the twenty-first century. The text helps to explain the complex health care management problems and offer support for decision makers in this field."
—Marion Rauner, associate professor, School of Business, Economics, and Statistics, University of Vienna.

"Quantitative Methods in Health Care Administration, Second Edition covers a broad set of necessary and important topics. It is a valuable text that is easy to teach and learn from."
—David Belson, professor, Department of Industrial Engineering, Viterbi School of Engineering, University of Southern California.

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Quantitative Methods in Health Care Management: Techniques and Applications By Yasar A. Ozcan Bibliography

- Sales Rank: #450939 in Books
- Brand: imusti
- Published on: 2009-05-18
- Released on: 2009-04-21
- Original language: English
- Number of items: 1
- Dimensions: 9.20" h x 1.00" w x 7.10" l, 1.65 pounds
- Binding: Paperback
- 464 pages

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Editorial Review

Review
“Dr. Ozcan’s book does an exceptional job of combining principle and practice. With the increased emphasis on Excel Spreadsheets, this new edition further facilitates the teaching of quantitative analysis to students and the usage by health care administrators.”
–**Timothy W. Butler, Ph.D.**, associate professor of information systems management, Wayne State University

From the Back Cover
Quantitative Methods in Health Care Management

"This is an excellent textbook for learning quantitative methods as they are applied to health care management problems. It is comprehensive, insightful, and well-tuned for teaching health administration masters students."
—Donald M. Steinwachs, Fred and Julie Soper Professor of Health Policy and management chair, Department of Health Policy and Management, director, Health Services Research and Development Center, Bloomberg School of Public Health, Johns Hopkins University

"Improving quality, reducing costs, and enhancing patient flow in the health care system require competencies in understanding and applying a myriad of quantitative methods. Dr. Ozcan's text provides a comprehensive set of methods that should be included in the repertoire of knowledge and action for today's health care administrator, spanning tactical, operational, and strategic decision making and analysis."
—Sandra Potthoff, associate professor and director, Master of Healthcare Administration, Department of Healthcare Management, University of Minnesota

"As health care organization leaders use data more consistently in decision making, it is important they understand the quantitative methods that help convert data to information. Quantitative Methods in Health Care Management provides important insights into the various quantitative methods, detailing many different problems and their solutions. It contains numerous helpful exhibits and graphics that explain and demonstrate the methods presented. It also provides a readable narrative for the manager who wants a high-level refresher on quantitative methods."
—Sister Patricia Eck, chairperson, board of directors, Bon Secours Health System Inc.

"As the efficient and effective delivery of health care services becomes more difficult, the decision processes utilized by the health care executive will distinguish the successful organization. Dr. Ozcan's book does an effective job of describing these analytical techniques, probable application scenarios, and supporting discussion. This book should be of value to both the educational and practicing community."
—Richard M. Bracken, president and chief operating officer, Hospital Corporation of America (HCA)

About the Author
Yasar A. Ozcan is professor of Health Administration at Virginia Commonwealth University. Dr. Ozcan is editor-in-chief of Journal of Health Care Management Science and past president of the Health Care Applications Section of the Institute for Operations Research and Management Science (INFORMS).

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