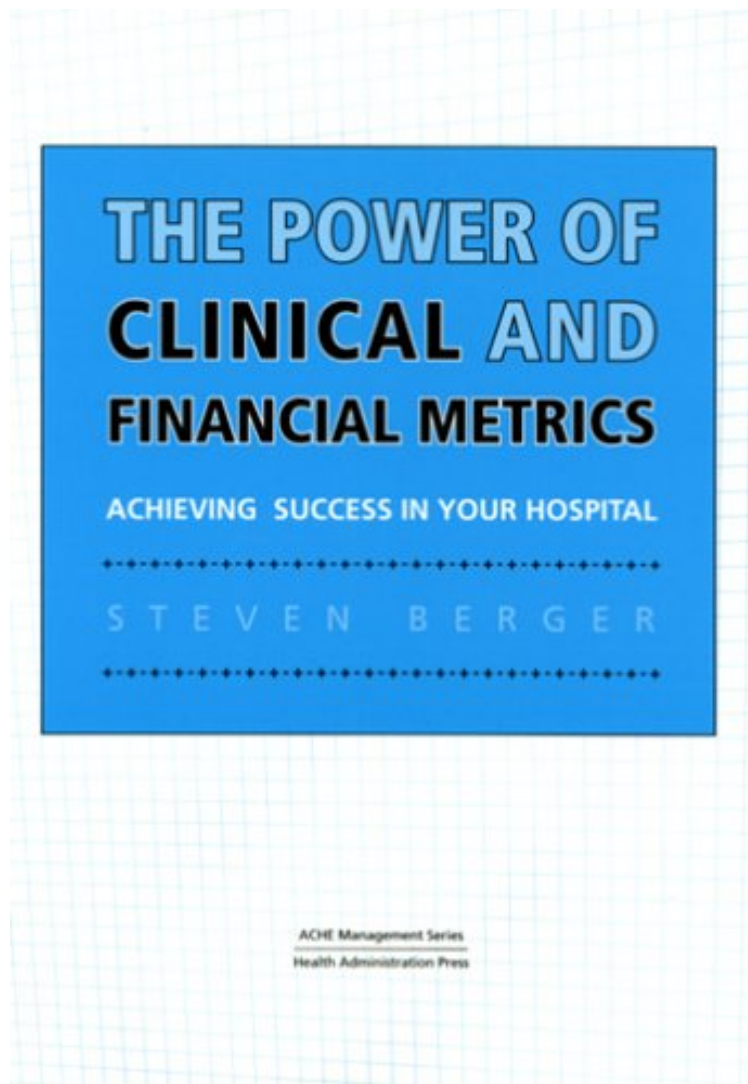


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The Power Of Clinical And Financial Metrics: Achieving Success In Your Hospital (American College of Helathcare Executives Management Series)

Steven Berger

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You may already have the solutions to some of your toughest management challenges but they are buried in the mounds of information to which you have access. In most healthcare organizations, computer systems hold hundreds, even thousands, of data elements on financial and clinical matters. Don't let this abundance of data intimidate you. This book provides a straightforward approach to turning data into useful information, which you can use to make rational and objective decisions. Learn how to bring meaning to your data by using indicators, or metrics, to specifically measure the outcomes of the actions taken by administrators, directors, managers, and staff in their day-to-day work. This book explains how to develop metrics using a goal-setting process, hone the metrics by creating an action plan, and adopt the metrics through effective implementation. The techniques discussed in this book work and have worked for some of the most highly successful hospitals in America. Six case studies are presented, illustrating how these organizations used metrics to achieve superior results. Adopt their approach in your organization.

About the AuthorSteven Berger, CPA, CHE, FHFMA, is president of Healthcare Insights, LLC, a healthcare teaching and consulting firm in Libertyville, IL. Mr. Berger has an extensive background in healthcare finance, having served as vice president of Finance at Highland Park Hopital in Illinois, and as a financial officer at hopitals in New York, New Jersey, and Missouri. He is also a frequent presenter of healthcare finance-related seminars throughout the United States and Canada.