

Book: *Thinking Forward: Six Strategies for Highly Successful Organizations*

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Review

This book is a fascinating, well organized and effortless read. This innovative book addresses the critical, growing need among healthcare administrators and practitioners to measure the effectiveness of quality improvement efforts as well as controlling the cost of care. It is full of tools and approaches that will help healthcare leaders create organizations that are responsive to their communities and that constantly strive to improve operations. Written by respected healthcare professionals, *Thinking Forward* is a concise overview of best practices in six critical areas of hospital operations –governance, service lines, complex case management, prevention, support services and service excellence- using real examples from hospitals within the Catholic Health Initiatives (CHI) system. The authors candidly describe the direction each of the featured hospitals took to achieve their various successes, and how CHI implemented those leading practices across its whole system. They also discuss potential pitfalls, and how other systems and freestanding organizations can learn from their experience.

This book begins with a basic overview of the key principles and trends of healthcare management and performance issues in the healthcare system and the efforts of one system, CHI, to meet the challenges posed by tomorrow's healthcare environment. Chapters 2 through 7 contain practical, real-life, examples of the six hospitals implementing, one each, of the best practice strategies in the six critical areas of hospital operations. Chapter 8 gives an overall summary/conclusion. The processes described in this book eliminate errors, improve outcomes, and lower costs. The extensive use of charts, tables and diagrams was very helpful in presenting complex concepts. Even though many of the concepts presented were not new, the practical examples cited helped bring out present application of the concept. They succeed by restructuring the fundamentals of providing care. This book's approachable question and answer format will inspire individuals, at all levels of the organization, to initiate improvement efforts within their organization. In my opinion, this book is a must read for anyone involved in healthcare.

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