

Effective Health Care Management: An Evaluative Approach

Colin Palfrey, Ceri J. Phillips, Paul Thomas



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Effective Health Care Management presents the principles and criteria necessary to evaluate and enhance the quality of health care services in the NHS today. It provides an overview of health care management and health care policy, explores evidence based practice, and examines the ongoing need for management evaluation. The authors discuss the role of outcome measures, performance indicators, benchmarking, and individual performance review. They also address clinical governance, accountability and professional autonomy, and the problems underlying 'seamless service provision'.

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