

## Ch 8

\*Change should only be for a good reason

Resistance is an expected response to change

\*Plan a change as a collaborative process

---Goals plans and structures should be allowed to emerge instead of depending on clear detailed plans and goals

---successful change can fir current organizational environment instead of with an ideal

--It is easier to change a person's behavior than it is to change an entire group's behavior--easier to change knowledge levels than attitudes

Change should be gradually done --verses sudden

Embrace change ---due to over time changes will continue to occur

Many change attempts fail because the approach used to implement the change lacks structure or planning.

## Ch 10

\*\*\*\*\*Fiscal planning --learned skill

\*\*\*\*\*Nursing management played a limited role in determining resource allocation in health-care institution

-----Personnel budgets include actual time worked---productive time or salary expense

\*\*\*A budget is a prediction of expenses may need to be reorganized or evaluated to be flexible at times

The desired outcome of budgeting is maximal use of resources to meet organizational short and long term needs ----value to the institution is directly related to its accuracy

Bundled payments providers agree to accept a discounted payment either retrospectively or prospectively ---represents a coordinated plan of care for patients over the course of a single episode of illness

---Medical home or PCMH relies on a ream of providers to integrate all aspects of healthcare though well developed health information technology including electronic health records

---health insurance marketplaces or “exchanges” are created for individuals without access to health insurance through a job or for small businesses that wish to buy affordable and qualified health benefit plans in competitive insurance market place

VBP providers are held accountable for the quality and cost of the health-care services they provide by a system of rewards and consequences conditional upon achieving prespecified performance measures

--Provision of services no longer guarantees reimbursement ---documentation of services

---Primary care providers --focus on prevention --use clinical practice guidelines for providers