

1. Record Nr.	UNINA9910155153203321
Autore	Barros Oscar
Titolo	Service design with applications to health care institutions // Oscar Barros
Pubbl/distr/stampa	New York, New York (222 East 46th Street, New York, NY 10017) : , : Business Expert Press, , 2017
ISBN	1-63157-571-6
Edizione	[First edition.]
Descrizione fisica	1 online resource (xv, 221 pages) : illustrations
Collana	Service systems and innovations in business and society collection, , 2326-2699
Disciplina	658
Soggetti	Industrial management Health services administration Health Services Administration Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di bibliografia	Includes bibliographical references (pages 203-215) and index.
Nota di contenuto	1. Introduction -- 2. Foundations for health care institutions' design -- 3. Health service business design -- 4. Health services configuration and capacity design -- 5. Health service resource management process design -- 6. Health operating management process design -- 7. Conclusions -- Notes -- References -- Index.
Sommario/riassunto	This work presents an innovative approach to business design, known as Business Engineering, and its application to service offerings design in general and health services in particular.