

1. Record Nr.	UNINA9910590076903321
Autore	Lyons John (John S.)
Titolo	Transformational Collaborative Outcomes Management : Managing the Business of Personal Change / / by John S. Lyons
Pubbl/distr/stampa	Cham : , : Springer International Publishing : , : Imprint : Palgrave Macmillan, , 2022
ISBN	9783031077814 9783031077807
Edizione	[1st ed. 2022.]
Descrizione fisica	1 online resource (326 pages)
Disciplina	658.3152 658.408
Soggetti	Nonprofit organizations Health services administration Service industries Non-Profit Organizations and Public Enterprises Health Care Management Services
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	Chapter 1. Understanding the business of personal change -- Chapter 2. Managing services versus transformations -- Chapter 3. Helping as a complex system -- Chapter 4. TCOM -- Chapter 5. Communimetrics-Measurement in TCOM -- Chapter 6. Setting the stage: Establishing and maintaining a TCOM organization -- Chapter 7. TCOM at the individual level -- Chapter 8. TCOM at the program level -- Chapter 9. Creating and managing systems that care -- Chapter 10 'Doing' TCOM: strategies, barriers, and opportunities for implementing and sustaining -- Chapter 11. Social and political considerations in evolving effective helping systems -- Chapter 12. Developing and managing the field of TCOM.
Sommario/riassunto	Transformational Collaborative Outcomes Management (TCOM) is a comprehensive, multi-level conceptual framework for system management and improvement. This book provides a comprehensive understanding of TCOM by using person-centered, collaborative

processes for decision making. The issue with current human services systems is that there is a lack of access to care and that the system is focused on providing services as cheaply as possible. TCOM focuses on helping the greatest number of people while maximizing effectiveness. By fully understanding the nature of the business of helping, the author seeks to offer ways to create and sustain effective and positively evolving helping systems. He lays out a series of goal-directed social change processes which allow people at every level of a system to begin a shift towards transformational practice and the emergence of transformational systems. Building on three decades of work in a large community of scholars and practitioners, this book will represent the first full description of the conceptual framework and will appeal to an interdisciplinary group of scholars across nonprofit management, healthcare management, and social work.
