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Nota di contenuto	Executive summary -- pt. I: Consensus report -- A new partnership between systems engineering and medicine -- A framework for a systems approach to health care delivery -- The tools of systems engineering -- Information and communications systems: the backbone of the health care delivery system -- A strategy to accelerate change -- pt. II: workshop presentations -- Framing the health care challenge -- Equipping the patient and the care team -- Engineering tools and procedures for meeting the challenges -- Information

technology for clinical applications and microsystems -- Barriers and incentives to change -- Biographical information -- Appendixes.

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## Sommario/riassunto

In a joint effort between the National Academy of Engineering and the Institute of Medicine, this book attempts to bridge the knowledge/awareness divide separating health care professionals from their potential partners in systems engineering and related disciplines. The goal of this partnership is to transform the U.S. health care sector from an underperforming conglomerate of independent entities (individual practitioners, small group practices, clinics, hospitals, pharmacies, community health centers et. al.) into a high performance "system" in which every participating unit recognizes its dependence and influence on every other unit. By providing both a framework and action plan for a systems approach to health care delivery based on a partnership between engineers and health care professionals, *Building a Better Delivery System* describes opportunities and challenges to harness the power of systems-engineering tools, information technologies and complementary knowledge in social sciences, cognitive sciences and business/management to advance the U.S. health care system.

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