

**The Principles Of
Health Care Administration**

Joseph E. Townsend

ISBN 978-0-929442-82-2

2501 PP - The Principles of Health Care Administration - 2017 Update

By: Joseph Townsend \$115.00

Now Available! New 2017! The Principles of Health Care Administration has been revised and updated by author Joe Townsend. This book continues to be the leading long-term care publication available today. It is a reference for LTC students, NHA candidates, practicing administrators, and a must for college and university LTC professors. All five Domains are discussed in detail and there is an updated listing of Acts, Rules, and Regulations for long-term care.

If you are studying for the NAB NHA licensing examination, you need this publication.

2017 Updates to this comprehensive book include:

Introduction Affordable Care Act, Nursing Home Compare information including nursing home ratings, staffing data, payroll statistics, and complaint guidelines.

Domain I - Customer Care, Support, and Services

Expanded information on ADL's, and CFR's, mental health issues, clinical records, MyPyramid updates, medication labeling and other regulations, Resident Rights

Domain II- Human Resources

Administrator's role, motivating employees, importance of orientation and training, reducing turnover, substance abuse policies

Domain III - Finance

Medicare and Medicaid Reimbursement updates, Medicare Managed Care Programs, Recovery Audit Program, ACO's, changes in banking procedures

Domain IV - Environment

SMDA mandatory reporting requirements, OSHA citations, penalties, and the appeals process, disaster and emergency plans

Domain V - Management and Leadership

Functions of management, leadership styles and characteristics, organizational communications, conflict resolution, legal management, survey preparedness

Acts, Laws, and Regulations

Family and Medical Leave Act National Defense Amendments, IMPACT Act of 2014, revised listing of CFR's, Residents' Bill of Rights (summary)

ORDER FORM

_____ 2202PP NHA Examination, Form B, 150 questions	\$15.00	Sub Total	\$ _____
_____ 2209PP NHA Examination, Form A, 150 questions	\$15.00	Sub Total	\$ _____
_____ 2212PP NHA Examination, Form D, 150 questions	\$15.00	Sub Total	\$ _____
_____ 2219PP NHA Examination, Form E, 150 questions	\$15.00	Sub Total	\$ _____
_____ 2501PP Principles of Health Care Administration, Revised June 2017	\$115.00	Sub Total	\$ _____
_____ 2504PP Practice to Pass, Revised	\$55.00	Sub Total	\$ _____
_____ 2509PP NHA Practice Examination, 165 questions, Revised July 2017	\$20.00	Sub Total	\$ _____

Please enclose check or money order and make payable to:

BNB Systems

P.O. Box 5603 • Shreveport, Louisiana 71135-5603
Call 1-800-627-0874 or Fax 318-795-2330

SHIP TO:

Name _____
Facility Name _____
Street Address _____
City _____ State _____ Zip Code _____
Telephone _____

Call For Sales Tax and Shipping Charges

Sub Total \$ _____
Sales Tax \$ _____
Shipping \$ _____
TOTAL \$ _____

Check or Money Order enclosed for total amount

Charge My

Visa Mastercard
 Discover American Express

--	--	--	--	--	--	--	--	--	--

Expiration Date _____

Signature _____

(required on all charge orders)