

Editorial

We are delighted to bring you the final issue of Volume 2 of *Management in Healthcare*. The papers featured in this issue continue the journal's mission of providing an in-depth insight into new thinking, practice and applied research in healthcare management worldwide. We hope you enjoy reading them. We are also delighted to provide advance notice of some of the content already scheduled for Volume 3. Just a selection of the healthcare management experts already scheduled to have papers published includes:

- **Success in the new value-based healthcare world: Integration of key clinical and financial models**
Mike Schweitzer, Principal, Richard Doane, Manager, Glen Champlin, Principal, Joe Damore, VP, Population Health Management, Premier
- **Focus on compliance: Using data to enhance the physical environment of care**
Jonathan Flannery, Senior Associate Director of Advocacy, ASHE
- **The practical application of performance improvement techniques to streamline healthcare delivery**
Sapan S. Desai, Chief Executive Officer, Surgisphere Corporation, and John Cosentino, Lean Six Sigma Master Black Belt, Northwest Community Hospital
- **How boards underperform and what executives can do**
Keith Wysocki, Strategic Advisor and Kori Stanosheck, Strategic Advisor, The Governance Institute
- **Managing transitions for new physician leaders**
Lily Henson, Chief Medical Officer, Piedmont Henry Hospital
- **Enterprising digital transformation across the healthcare ecosystem**
Melissa Hendricks, VP of Marketing and Communications, Cerner and David Chou, Chief Information and Digital Officer, Children's Mercy Hospital
- **Leadership's role in accountable care success**
Morey Menacker, VP, Physician Division, Hackensack Meridian Health
- **Out-of-hospital services: Shaping the future**
Tracy Taylor, Chief Executive, Nottingham University Hospitals NHS Trust
- **Aligning single billing office technology with exemplary patient billing outcomes at Stanford Health Care**
Gil Radtke, Administrative Director, Patient Financial Services & UHA Revenue Cycle, and Michael Honeyman, former Director, Self-Pay Management Office, Stanford Health Care
- **Lead. Change. Invest. Repeat.**
Lynn M. Torossian, President and CEO, Henry Ford West Bloomfield Hospital
- **Future success for healthcare organization requires reverse generational mentoring**
Kim Byas, Regional Executive, American Hospital Association, and Paul Myoung, Senior Administrative Director, Transplant Center & Division of Transplant Surgery, Massachusetts General Hospital
- **Using severity adjusted control charts to eliminate clinical variation, drive lower costs and improve care**
Jennie Dulac, VP of Clinical Solutions, Kaufman Hall
- **Improving health systems profitability through senior living partnerships: A senior living strategic approach**
Ray Johnson, Managing Principal, Caldwell Butler & Associates, and Jason Barrett, President and CEO, Flagler Health Systems
- **Telemedicine: The cure for rural outmigration**
Brian Bossard, Bryan Telemedicine, and Carol Friesen, VP, Health System Services, Bryan Health

- **Strategies for managing workforce generations that work**

Julie M. Yost, Unit Manager, Joan R. Bryant-Mandler, Unit Manager, Aric J. Knutson, Unit Manager, and Steven L. Bahnemann, Section Head, Management Engineering and Internal Consulting, Mayo Clinic

- **Using shared governance as a vehicle to create a safety culture**

Anne Pedersen, Director of Nursing, James Donnelly, Chief Nursing Officer and Chief Quality Officer, UPMC Hamot, and Joanne Sorensen, Chief Nursing Officer and VP of Patient Care Services, UPMC NorthWest

- **The journey to exceptional patient satisfaction through culture transformation**

Catherine Harmer, System Director, Patient Experience, and Barbara Wadsworth, Main Line Health System

- **How command centres are starting to perform ever-more strategic and mission-critical roles in the orchestration of patient care activities**

James J. Scheulen, Chief Administrative Officer, Emergency Medicine and Capacity Management, Johns Hopkins Medicine

- **Putting claims data to work: Using analytics in an evolving healthcare ecosystem**

Robin Gelburd, President, FAIR Health

- **A proposed data-driven healthcare monitoring system using NFC**

Joseph Catanio, Associate Professor of Management Information Systems, John L. Grove College of Business,

Shippensburg University, and Nathan Neil, LaunchUX

- **Managerial dichotomies in the NHS: Considering the dangers, reducing the risks**

Polly Pascoe, PhD Student, Faculty of Health Studies, University of Bradford

- **Patient (mis)conduct: Addressing patient bias against healthcare providers**

Peter Kalina, Associate Professor of Radiology, Chair of Diversity and Inclusion, Mayo Clinic

- **The shifting landscape of the Medicare administrative appeals process: New opportunities for healthcare providers and suppliers**

Andrew Wachler and Erin Diesel Roumayah, Wachler & Associates

- **Remote patient monitoring: A rural case study**

Michael Adcock, Executive Director, Center for Telehealth, University of Mississippi Medical Center

Nevertheless, we are still seeking new submissions for Volume 3, so if you wish to submit a paper or case study to be considered for publication, please do not hesitate to contact me at the e-mail address below for details of available copy deadlines or any other guidance you require. We would be delighted to hear from you.

*Simon Beckett
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