To my husband.
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In 2005, I authored the first edition of this book, and in its Preface I wrote, “the U.S. healthcare industry has grown and changed dramatically over the past twenty-five years.” That was an understatement! In the past four years, the industry has experienced some of the most dynamic changes that healthcare managers have seen. In the coming years, more system-wide changes will occur as we push for value-driven health care. Healthcare managers are quickly learning that what worked in the past may not work in the future. As such, I was compelled to write an organizational behavior book specifically for healthcare managers who are on the front lines every day, motivating and leading others in a constantly changing environment. This is not an easy task, which I know firsthand!

The purpose of this book is to provide the healthcare manager and other professionals with an in-depth analysis of the theories and concepts of organizational behavior while embracing the uniqueness and complexity of the healthcare industry. Although health care is similar to other industries, it is also very different. It is the nation’s largest industry, employing more than 15 million people in numerous interrelated and interdependent segments.

Using an applied focus, this book provides a clear and concise overview of the essential topics in organizational behavior from the healthcare manager’s perspective. It is my goal that after you have read this book, you will gain a greater understanding of why and how people and groups behave the way they do in the workplace. With this knowledge you will be able to predict and thus effectively influence the behavior of those you lead. Please let me know if I accomplish my goal! You can reach me at www.IMHealthEdu.org.

In addition, I tried to ensure that I referenced all the individuals whose work contributed to the development of this book. However, if by chance I failed to give credit to someone along the way, please contact me so I may make the necessary correction.

At this time I wish to acknowledge individuals without whose efforts and support I would not have been able to complete this book. First, I wish to thank my colleagues and contributors, Jean Gordon, Gloria Deckard, Lorrie Jones, Paul Harvey, Mark Martinko, Kristan Guo, and Jeff Ritter. Second, I want to thank my wonderful family for their patience, understanding, and support over the years. Finally, I wish to thank the many wonderful and caring people employed throughout the healthcare industry that I have had and
will have the opportunity to work with. My life continues to be blessed by these dedicated individuals!

Thank you for purchasing (and reading) my book. I welcome your comments and suggestions.

With personal regards,

Nancy M. Borkowski, DBA, CPA, FACHE
Contributors

Gloria Deckard, PhD
Associate Professor
Chair, Department of Health Policy and Management
Robert Stempel School of Public Health
Florida International University
Miami, FL

Robert Stempel School of Public Health
Florida International University
Miami, FL

Jean Gordon, RN, DBA
Healthcare Consultant
Hollywood, FL

Kristina L. Guo, PhD
Associate Professor, Health Care Administration Program
Department of Public Administration
University of Hawai‘i–West O‘ahu
Pearl City, HI

Paul Harvey, PhD
Assistant Professor of Management
Whittemore School of Business and Economics
University of New Hampshire
Durham, NH

Lorrie Jones, PhD
Organizational Development / Human Resources Specialist
Hollywood, FL

Mark Martinko, PhD
Bank of America Professor of Management
College of Business
Florida State University
Tallahassee, FL

Jeffrey Ritter, DBA
Associate Professor
Barry University
Division of Health Management Programs
College of Health Sciences
Miami Shores, FL
About the Author

Nancy Borkowski, DBA, CPA, FACHE is the Director of Health Management Programs in the Chapman Graduate School of Business at Florida International University. Dr. Borkowski has over 20 years experience in the healthcare industry holding executive positions in physician practice management and managed care. Dr. Borkowski is a past recipient of the American College of Healthcare Executive’s Southern Florida Senior Career Healthcare Executive Award. In addition, Dr. Borkowski has over 14 years as an academician serving in faculty positions at Florida International University and St. Thomas University. She earned her Doctorate of Business Administration in Health Services from Nova Southeastern University.

Dr. Borkowski is board certified in health management as a Fellow of the American College of Healthcare Executives and has served on the editorial board of the Journal of Business and Management. Dr. Borkowski is a nationally recognized author with the first edition of her book Organizational Behavior in Health Care being referred to as “one of the most significant advances in the field of health services administration” which was awarded the AJN 2005 Book of the Year Award for nursing leadership and management.


Dr. Borkowski teaches leadership, organizational behavior, organization theory and design, financial management, and strategic management and is a past recipient of the American College of Healthcare Executives’ Excellence in Teaching Award. Dr. Borkowski continues to consult with and serve on many healthcare companies’ boards. Since 2005, Dr. Borkowski has served on the Academy of Management’s Health Care Management Division’s Executive Committee. She serves on the American College of Healthcare Executive’s Southern Florida Regent’s Advisory Council and in 2008 Dr. Borkowski was presented with the Distinguished Service Award from the American College of Healthcare Executives.