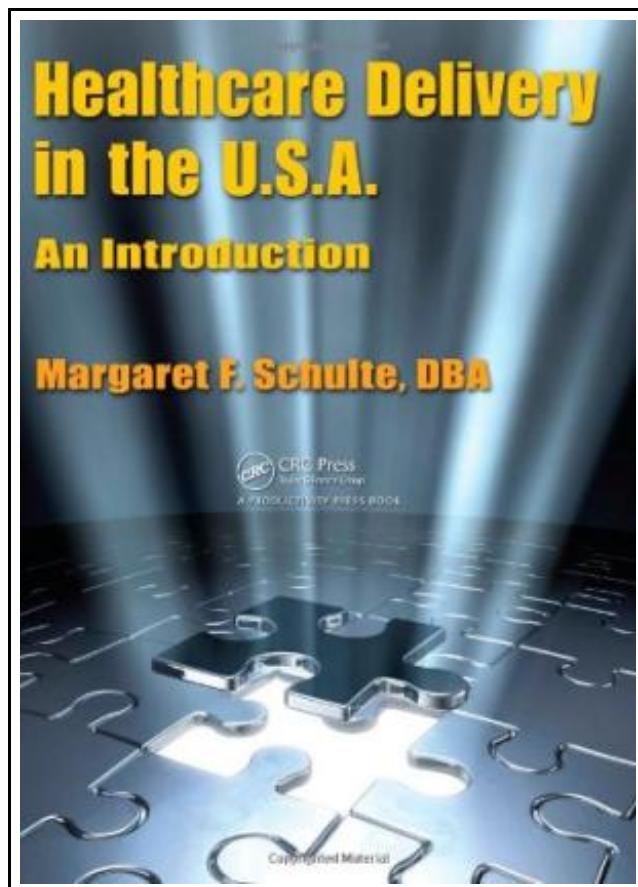


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Productivity Press, 2009. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: This brief but remarkable book is balanced in its consideration of the history and scope of health care in the US today. The volume comes too late to be a factor in the 2009 congressional debate over health care reform. Although Schulte (Grand Valley State Univ.) avoids legislative recommendations, this work should have been required reading for every member of Congress and all lobbyists seeking to impose their own, more limited agendas before Congress took up the challenge. Everyone should read this book. D.R. Shanklin, University of Chicago, CHOICE, Vol. 47, No. 09, May 2010 Margaret Schulte provides a concise introduction to the history, issues, terminology and structure of a very complex and often unwieldy industry healthcare. This book would be helpful for those early in their careers or transitioning in from other industries to help improve quality and processes. I certainly wish I had this guide when I was starting in healthcare. Mark Graban, Senior Lean Consultant, ValuMetrix Services, Ortho Clinical Diagnostics, Inc., Author of *Lean Hospitals* Because traditional approaches to health reform aren't working, the business of medical care obviously needs new thinking from skilled professionals who can approach it from fresh perspectives. Many creative problem solvers from other industries would surely relish the opportunity to bring their insights to health care, but first they need to understand the industry and to speak its special language. Dr. Margaret Schulte has written the perfect book to bridge the gap. *Healthcare Delivery in the U.S.A.* is the resource that outsiders need to join the conversation and start teaching the medical sector lessons it must learn from other industries. The more non-health professionals who read this book, the sooner we'll see efficiency...

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