The Principles Of
Health Care Administration

Joseph E. Townsend


2501PP – 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)

<table>
<thead>
<tr>
<th>Qty.</th>
<th>No.</th>
<th>Book Title</th>
<th>Price</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2202PP</td>
<td>NHA Examination, Form B, 150 questions</td>
<td>$15.00</td>
<td>Sub Total $</td>
<td></td>
</tr>
<tr>
<td>2209PP</td>
<td>NHA Examination, Form A, 150 questions</td>
<td>15.00</td>
<td>Sub Total $</td>
<td></td>
</tr>
<tr>
<td>2212PP</td>
<td>NHA Examination, Form D, 150 questions</td>
<td>15.00</td>
<td>Sub Total $</td>
<td></td>
</tr>
<tr>
<td>2219PP</td>
<td>NHA Examination, Form E, 150 questions</td>
<td>15.00</td>
<td>Sub Total $</td>
<td></td>
</tr>
<tr>
<td>2501PP</td>
<td>Principles of Health Care Administration, Revised June 2017</td>
<td>115.00</td>
<td>Sub Total $</td>
<td></td>
</tr>
<tr>
<td>2504PP</td>
<td>Practice to Pass, Revised</td>
<td>55.00</td>
<td>Sub Total $</td>
<td></td>
</tr>
<tr>
<td>2509PP</td>
<td>NHA Practice Examination, 165 questions, Revised July 2017</td>
<td>20.00</td>
<td>Sub Total $</td>
<td></td>
</tr>
</tbody>
</table>

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
Web Site: www.ppandp.com

**SHIP TO:**

Name ____________________________________________
Facility Name ______________________________________
Street Address _____________________________________
City State Zip Code ________________________________
Telephone (_______) ________________________________

Merchandise returned 30 days after invoice date will not be accepted. Shipping costs are the responsibility of the customer. Prices subject to change without notice. 6/17

Call For Sales Tax and Shipping Charges

Check My □ VISA □ Mastercard
□ Discover □ American Express

□ Check or Money Order enclosed for total amount

Expiration Date: Month _______ Year _______

Signature ________________________________
(required on all charge orders)