



Renegotiating Health Care: Resolving Conflict to Build Collaboration

Leonard J. Marcus, Barry C. Dorn, Eric J. McNulty

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Renegotiating Health Care

Since the first edition of *Renegotiating Health Care* was published in 1995, new treatments, technologies, business models, reimbursement methods, and regulations have tangibly transformed the substance of health care negotiation.

This thoroughly revised and updated edition of *Renegotiating Health Care* offers a practical guide to negotiation and conflict resolution in the health care field. It explores why unresolved conflict can hamper any organization's ability to make timely, cost-effective decisions and implement new strategies. The book focuses on the complex interactions between those who deliver, receive, administer, and oversee health care. It defines negotiation techniques and conflict resolution approaches that can improve efficiency, quality of care, and patient safety. *Renegotiating Health Care* outlines strategies and methods to resolve the myriad thorny issues encompassing the health care enterprise. It should be required reading for students and professionals in health services management, clinicians, leaders, policy makers, and conflict resolution experts working in the health care field.

Praise for *Renegotiating Health Care*

"An outstanding book! I learned their principles of meta-leadership while at the CDC and continue to use them at ABC News. This book is a must for anyone in leadership: practical, intuitive, and priceless."
—Richard E. Besser, MD, chief health and medical editor, ABC News

"This book is a must-read to assist today's health professional navigate the ever-changing health care delivery system. Leadership will be the key to success."
—Pat Ford-Roegner, RN, MSW, FAAN, senior health consultant and former CEO, American Academy of Nursing

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