The book covers in detail all aspects of supply management, including the budgeting skills required for cost-effective purchases and supply utilization, and department budgeting. It provides tools for labor and productivity issues, including staffing models that facilitate waste reduction and increased efficiency.

Strategies for effective communication with staff, colleagues, and senior management are presented, along with techniques for successful design and facilitation of meetings, conflict resolution, time management, and a working knowledge of health care finance. Case studies illustrate best approaches and successful resolutions to a variety of management challenges.