There are very few good books available on hospital management in an Indian context. Hospital Management Text and Cases is one of them. This book provides a comprehensive view of the Indian healthcare industry. It also explains basic hospital management concepts with Indian hospital case studies for undergraduate and postgraduate healthcare management students. This book is also useful for other common readers. This book aims to enhance the understanding about concepts of hospital management and develop problem-solving skills to identify the various issues about hospital administration, and manage them effectively and efficiently. This book is divided into four sections. The first section explains the Indian healthcare sector correlating important expenditure statistics about medical insurance, medical tourism, and so on, with other countries. This section also aims to highlight the role of hospital management in the Indian healthcare sector. The section also explains various problems related to the Indian healthcare system, such as shortage of medical staff, uneven distribution of medical facilities and staff in an urban and rural area, and public and private health expenditure. Still, it fails to answer how they can be minimized and solved.

The second section discusses essential concepts about hospital service delivery. These concepts are related to service quality, human resource management, finance, material management and support systems. This section explains three important points. First, hospitals are very complex organizations because hospital services are inconsistent, intangible and inseparable. Thus, the human resource department plays a vital role in managing different types of employees (medical and non-medical staff). Second, the service quality is important and difficult to measure in hospitals. The author also highlights the importance of communication with the patient and discusses the importance of hospitality in hospitals. This section also discusses the importance of queuing at the pharmacy, outpatient department and inpatient services in order to manage patient services effectively. Third, the importance of support services to deliver the best hospital services. These support services are majorly
divided into three parts, namely clinical, management information system and administrative.

The third section of this book presents real-life case studies on various areas such as operation management, financial management, human resource management, material management and management information system. These case studies are from private, government, teaching and non-teaching hospitals from various cities of India. This section of the book is what makes the book unique and differentiates it from other available hospital management books in the Indian context. The fourth and final section of this book adds a distinctive feature—a framework for case analysis. Students and faculty can use this case analysis framework to understand and analyse the featured cases.

As reviewers of this book, we identify a few drawbacks in the book. Hospital deals with patients. However, the book does not cover various types of patients, their issues, challenges and possible solutions. A few important processes such as the death of patient, organ transplant process and management of international patients, and so on, are also not a part of the book. The book also does not cover the history of hospitals in India, the various types of hospitals and their issues and challenges. The book also does not cover behaviour problems between medical and non-medical staff, especially between the operation team and marketing team, purchase team and finance team, and so on.

Overall this book makes a very good attempt to achieve its objectives. This book has four important objectives. First, exhibit the importance of hospital management in the Indian healthcare sector. Second, provide a working knowledge of concepts in hospital management. Third, develop skills in applying the concepts to address real-life issues in hospital management, and fourth, build a logical sequence of steps for case analysis.

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