



Reengineering Health Care: The Complexities of Organizational Transformation

Terry McNulty, Ewan Ferlie

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Through the use of a real case study within a major NHS hospital, this book attempts to address the idea of Process Transformation in the field of health care. The authors explore three interlined themes: the models and nature of organizational change; the implementation of Business Process Reengineering or BPR and the management of contemporary public sector organizations. *Process Transformation: A Case of Reengineering in Health Care*, reveals the major challenges of reorganization and provides knowledge and feedback on the impact of corporate change, impediments and enablers of lateral organizing structures and contradictions between functional and process principles for organizing.



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