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This new edition has expanded coverage of changes in the health care delivery system, including nursing care. There is also new content on career development, ethics, cultural diversity and management information on issues including latex allergy, violence and hospital infections. The influence of changes in the demographics in the workplace on management is discussed: topics include cultural diversity, changes in families and gender in communication. There is a case study for each chapter, illustrating a real-life situation and intended to stimulate critical thinking. There are also three new features: "Test Yourself", which appears at the beginning of each chapter and allows the reader to assess and identify how much information he or she has about the topic from personal life experience; "Consider This", which appears throughout the text, presenting alternative and possibly controversial items by illustrating what has happened to a particular person or organization by using the principles described; and "Notes and Quotes", which highlight helpful hints, interesting facts and notable quotes.

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