

Tenth Edition

# SERVICE MANAGEMENT

Operations, Strategy, and Information Technology



James A. Flaherty • Mona J. Flaherty



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Bowyer, Dorothy P. Bethea, 2007-03-27 This book CD ROM review package gives you the necessary tools you need to successfully prepare for the National Board for Occupational Therapy Certification Examination With this overall package you can study for the NBCOT certification exam and feel more confident you are prepared to take the test The text includes 800 multiple choice review questions written to parallel the content and format of the exam The accompanying CD with all 800 questions enables you to generate an unlimited number of practice tests to simulate the actual testing situation Questions focus on the Occupational Therapy Practice Framework OTPF as well as the results from the practice analysis completed by NBCOT Questions cross the spectrum of occupational therapy process evaluation intervention planning intervention service management and outcomes of a variety of populations including pediatric mental health and adult physical and neurological conditions Practice environments such as the community school based and hospital based care are covered throughout Specific references for every question and a comprehensive list of resources are provided at the end of

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