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Titolo	Essentials for the improvement of healthcare using Lean & Six Sigma // D.H. Stamatis
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Descrizione fisica	1 online resource (450 p.)
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Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	Front Cover; Contents; Preface; Acknowledgments; Introduction; Chapter 1: The Four Critical Issues in Healthcare; Chapter 2: Directions of Improvement in Healthcare; Chapter 3: The Mechanics of Change; Chapter 4: The Transition of Groups to Teams; Chapter 5: Logistical Issues of Teams; Chapter 6: The Effects of Change in Healthcare; Chapter 7: Customer Satisfaction; Chapter 8: Understanding the Process; Chapter 9: Using Six Sigma Methodology for Improvement; Chapter 10: Using Lean Methodology for Improvement; Chapter 11: Understanding Measurement; Chapter 12: Primary Care Chapter 13: Immediate Applications for Information Technology (IT) in Healthcare Chapter 14: Project Selection; Chapter 15: Understanding and Utilizing ISO 9000 Standards; Chapter 16: Understanding and Utilizing the Malcolm Baldrige National Quality Program; Epilogue; Selected Bibliography; Back Cover
Sommario/riassunto	By using theories of Six Sigma and Lean methodology, this text presents solutions to fundamental problems in healthcare. This text breaks the system down into three fundamental areas: primary care, hospitals, and managed care. The author identifies the four critical issues that affect healthcare as it relates to efficiency and cost by

addressing the specific issues. The book discusses the application of IT in healthcare as a tool of improvement, and how to select the best project for improvement. The author also includes a discussion of ISO and the Malcolm Baldrige award. Case studies are included to illustrate successes--Provided by publisher.
