1. Record Nr. UNINA9910791860103321 Autore Kenney Charles. Titolo Transforming health care: Virginia Mason Medical Center's pursuit of the perfect patient experience / / Charles Kenney; foreword by Donald M. Berwick Boca Raton:,: CRC Press,, 2011 Pubbl/distr/stampa 0-429-24868-7 **ISBN** 1-4398-8721-7 1-283-00475-5 9786613004758 1-4398-6309-1 Descrizione fisica 1 online resource (240 p.) Altri autori (Persone) BerwickDonald M <1946-> (Donald Mark) Disciplina 362.12068 Soggetti Health services administration - United States Health facilities - Administration - Standards - United States Medical care - United States Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Description based upon print version of record. Note generali Nota di bibliografia Includes bibliographical references and index. Nota di contenuto Front cover: Contents: Foreword: Note About This Book: Preface: A Surprising Visit; Chapter One. A New Idea; Chapter Two. Journey to Japan; Chapter Three. The Blue Yarn; Chapter Four. Safety Crusade; Chapter Five. Ambulatory Care Breakthrough; Chapter Six. Transforming Procedural Care; Chapter Seven. Transforming Inpatient Care; Chapter Eight. Better, Faster, More Affordable; Chapter Nine. Management Method; Chapter Ten. The Journey Continues; Source Notes: Glossary: Appendix: Acknowledgments: About the Author: Back cover Sommario/riassunto A chronicle of one of the most unusual series of events in the history of medicine, this book tells the story a group of men and women clinicians, administrators, frontline workers, trustees, and leaders blessed with vision, courage, and a relentless determination to improve. It is the story of a medical center transformed. Ultimately, it is the story of a new and possibly better way to take on the challenge we

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