

1. Record Nr.	UNINA9910797354903321
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Titolo	Quality management in a lean health care environment // Daniel Collins and Melissa Mannon
Pubbl/distr/stampa	New York, New York (222 East 46th Street, New York, NY 10017) : , : Business Expert Press, , 2015
ISBN	1-60649-979-3
Edizione	[First edition.]
Descrizione fisica	1 online resource (132 p.)
Collana	Health care management collection, , 2333-861X
Disciplina	362.10685
Soggetti	Medical care - Quality control Lean manufacturing Health Care Sector Quality Control
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (page [107]) and index.
Nota di contenuto	1. Foundation: quality at the Source Gemba -- 2. Pillars: coaching, improvement process, and data measurement -- 3. Roof: true north, sustainment culture -- 4. Conclusion -- Appendix 1. RCA standard work -- Appendix 2. Huddle board standard work -- Appendix 3. PICK chart standard work -- Notes -- References -- Index.
Sommario/riassunto	Quality in a lean health care setting has one ultimate goal--to improve care delivery and value for the patient. The purpose of this book is to provide a blueprint to hospitals, healthcare organizations, leaders, and patient-facing workers with tools, training, and ideas to address quality within their organization. Examples from health care and other industries are provided to illustrate lean methodology, and its application in quality. The reader will learn how other organizations can improve their quality, know what their roles are, and know what they do daily. By the end of the book, you will have learned actionable concepts and have the tools and resources to start improving quality.