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Soggetti	Health facilities - Administration Hospital care - Quality control Hospital utilization Patient satisfaction Total quality management
Lingua di pubblicazione	Inglese
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Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	The Lean method -- Capacity, backlogs, and scheduling -- Simple patient-flow examples -- Call center: a success story -- Outpatient laboratory: a success story -- Back pain clinic: a success story -- Women's center: a success story -- The Lean general hospital -- Emergency department -- Laboratories -- Admissions -- Surgery -- Inpatient care -- External benchmarking: a success story -- Infection reduction: a success story -- Discharge -- The cash cycle -- Long-term-care facilities.