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Titolo	Lean-Six Sigma for healthcare : a senior leader guide to improving cost and throughput // Chip Caldwell, Greg Butler, Nancy Poston
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Edizione	[Second edition.]
Descrizione fisica	1 online resource (238 p.)
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Soggetti	Health services administration - Quality control Medical care - Cost effectiveness Six sigma (Quality control standard) Organizational effectiveness Performance standards Strategic planning Chief executive officers Hospital administrators
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Note generali	Revised edition of: Lean-Six Sigma for healthcare / Chip Caldwell, Jim Brexler, Tom Gillem. c2005.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	The role of senior leaders : raising the performance bar -- The role of senior leaders : coaching cost of quality recovery -- The role of senior leaders : organizing Lean-Six Sigma project methodologies to drive change -- The role of senior leaders : managing the organization accountable change model -- The role of senior leaders : simulation, experimentation, and the cost of not getting it right the first time -- The role of senior leaders : driving sustainable organizational change -- The role of senior leaders : engaging physicians -- The role of senior leaders : achieving sustainable results (magic moment example) -- Summation.