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| 1. Record Nr. | UNINA9910820918203321 |
| Autore | Collins Daniel |
| 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. |