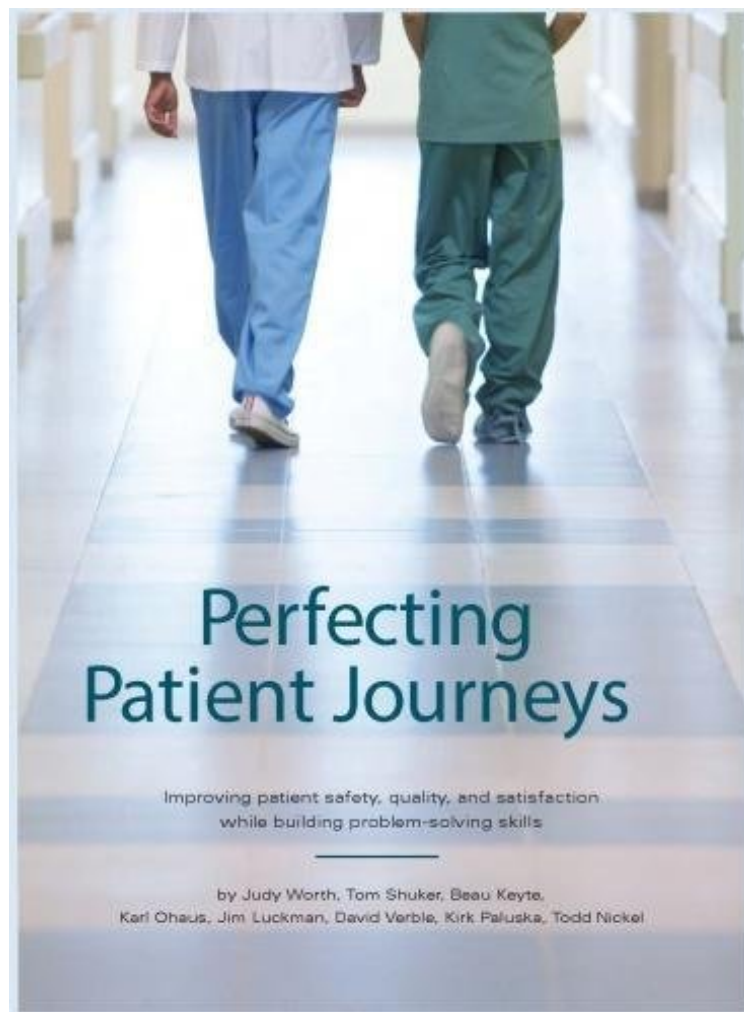


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Perfecting Patient Journeys: Improving Patient Safety, Quality, and Satisfaction While Building Problem-solving Skills

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Judy Worth, Tom Shuker, Beau Keyte, Karl Ohaus, Jim Luckman : Perfecting Patient Journeys: Improving Patient Safety, Quality, and Satisfaction While Building Problem-solving Skills before purchasing it in order to gage whether or not it would be worth my time, and all praised Perfecting Patient Journeys: Improving Patient Safety, Quality, and Satisfaction While Building Problem-solving Skills:

0 of 0 people found the following review helpful. A True Healthcare Lean BookBy CustomerPerfecting patient's journey works because of its simplicity. The Shewart/Demming PDCA or PDSA and Value Stream tool approach with the cultural communication aspect.I claim the word "True" in the title of this rating because, PPJ considers multiple

takt time scenarios versus a single tempo considered by the majority of the manufacturing based Lean practitioners. The book considers the variation of volume/ demand as a fluid reality. It is very important that patients are influenced by both internal and external factors beyond their healthcare experience. Another aspect to consider is the simplicity of the VS mapping and countermeasure approach. Simple use of swim lanes, and quick countermeasure procedures. As a lean facilitator in healthcare, it is difficult to change the paradigms of problem solving by adding heavy tool implementation and documentation. PPJ tells the reader to solve directly, no heavy documentation or A3s, etc. Just do it via PDCA and use your VS map to track. Lastly, the LEI support with templates and other tools via the LEI website, is a nice unspoken delighter. At this moment, I can't write anything negative. I use this book as any other resource: to the need of my project. This is not a one book, self-help, miracle maker. As with any Lean journey, the facilitator must use his/her experience to maximize a resource and as in life there are better tools than others for a specific task. Today, this is my better-best tool.

0 of 0 people found the following review helpful. Excellent book. Although it refers to healthcare, it is relevant and practical to any organization. By Yonatan Zorea Perfecting Patient Journeys is an excellent Value-Stream Improvement (VSI) book. A Value Stream is the collection of steps needed to complete a process, product or service, from beginning to end. Most organizational structures are functional (vertical), which many times drives work and thinking to fragmented departmental "silos". But the flow of customer value is horizontal and crosses through the organization. Value stream mapping (VSM) and improvement (VSI) is one of the most effective tools to clearly grasp the current situation of a process (start to end), identify waste, improve, redesign and build effective efficient processes that focus on creation of customer value and flow. The book is insightful, clear, well structured and practical - a good read to start with and a good reference book to return to. It comprehensively describes the step by step processes of a VSI project and process thinking - from both the technical and the social/organizational aspects - such as teamwork, system approach, and building consensus. Although it refers to healthcare, it is relevant and practical to any organization. I really enjoyed the book. I am glad I bought this book through Kindle. It is now always with me.

3 of 3 people found the following review helpful. I was disappointed. By @BobbyGvegas This book is egregiously overpriced, that's my main complaint. OK at \$9.99 for a reader not well versed in Lean, but I feel ripped off at this price for a eBook. I read it on my iPad in one sitting during a flight from SFO to BOS, and didn't learn anything I didn't already know. The "fictitious hospital" was annoying. How about some real world examples? (as in the much better book "Healthcare Kaizen.") I bought this because it came from the ThedaCare Center. I have greatly enjoyed the works of Dr. Toussaint published there. I will look a bit more closely next time.

Healthcare in the United States, and around the world, is facing a crisis brought on by a combination of rising costs, lack of transparency and accountability, and preventable medical errors. Applying lean thinking to improve care is one way that healthcare organizations can engage employees in solving problems in order to deliver better and more efficient care. Perfecting Patient Journeys is a guide for leaders of healthcare organizations who want to implement lean thinking. Readers will learn how to identify and select a problem, define a project scope, and create a shared understanding of what's occurring in the value stream. Readers will also learn to develop a shared vision of an improved future, and how to work together to make that vision a reality. Over the past eight years, the authors of this book have helped healthcare organizations learn how to make real and sustainable change using the value-stream improvement method. Implementing lean thinking has helped healthcare providers develop an adaptive, problem-solving culture with stunning results: Reduced annual staff turnover by 20%; Average length of stay (LOS) in a large emergency department was reduced by 30%; The number of patients who left without being seen (LWOBS) dropped by 60% in the same hospital; Customer (patient) satisfaction increased by 73%; Operating room changeover time was reduced, which increased the number of surgical procedures performed by 20%. Rather than rely on huge training budgets or teams of consultants, the method described in this book focuses on solving real organizational problems, and helps healthcare organizations and those who labor within them to daily provide safe, effective, efficient, and timely patient care.