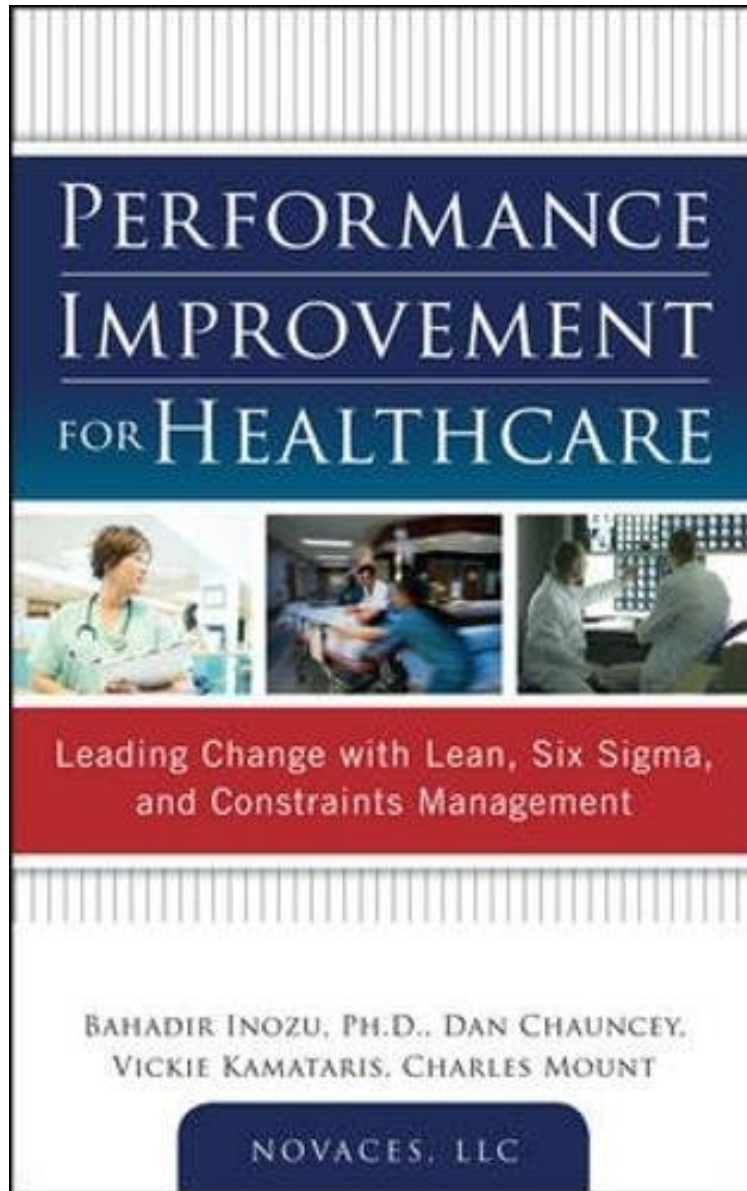


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Performance Improvement for Healthcare: Leading Change with Lean, Six Sigma, and Constraints Management

Bahadir Inozu, Dan Chauncey, Vickie Kamataris, Charles Mount, NOVACES LLC
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Bahadir Inozu, Dan Chauncey, Vickie Kamataris, Charles Mount, NOVACES LLC : Performance Improvement for Healthcare: Leading Change with Lean, Six Sigma, and Constraints Management before

purchasing it in order to gauge whether or not it would be worth my time, and all praised *Performance Improvement for Healthcare: Leading Change with Lean, Six Sigma, and Constraints Management*:

5 of 5 people found the following review helpful. If you are a medical professional interested in improving, read this book! By Charlene Spoede Budd Because I have relatives in the medical field (and have written on lean, six sigma, and constraints management), I read this book so I would know if I should recommend it. The answer is YES - read this book before you begin to implement ANY improvement process; it will save you time, money, and agony. Previous reviews have highlighted how the authors skillfully weave the three most popular improvement methodologies together and tell you when and how each should be applied. I agree wholeheartedly with their assessments. What they did not mention is the positive attitude the authors apply to current operations (no finger pointing, "you should have known better", etc.) They simply state prevalent current practice with incredible understanding and then suggest a way to achieve much better results. (As an accounting educator, I especially appreciate their understanding of GAAP and GASB, and the difference between external reporting and an internal decision support system.) The breadth of coverage of this book, along with its detailed and clear explanations, examples and cases, is incredible. Even TRIZ (Theory of Inventive Problem Solving), a methodology to analyze and solve particularly incorrigible problems, is introduced. Despite the broad and detailed coverage, the book reads quickly. However, because the material is exciting, I found it best not to read in bed at night.

0 of 0 people found the following review helpful. Four Stars By Temi Excellent book. 25 of 27 people found the following review helpful. *Performance Improvement for Healthcare* By Tamer Acikalin The book, *Performance Improvement for Healthcare*, by Bahadir Inozu et al., principles at NOVACES, LLC, explains how healthcare administrators can manage their companies by using contemporary management concepts of Lean, Six Sigma and Constraints Management. These concepts all have been around for a long time, employed widely in other economic sectors and to some degree in healthcare. The book teaches how to appropriately combine these methods in an important sector of the economy. Healthcare still exhibits features of a cottage industry in the area of management, even while utilizing the most advanced technologies in patient care. Disproportionally increasing Healthcare expenses compared to the other expenses continue to be major concern for executives in government and private industry. Contemporary economy dictates efficiencies in every area and healthcare is not immune from it. Thus conditions are setting up a conflict-laden environment between payors and healthcare delivery apparatus. This book starts with a premise that good business and good patient care are paired. Good management will translate into more efficient and better healthcare delivery for the patients. The system is likely to fail everyone starting with the patient if one or another is not administered efficiently and effectively. The book starts with basic terminology. This is important and shows good insight by the authors because many healthcare administrators come from professional backgrounds who may have ascended from a technical pathway rather than a management pathway to their current position. The book proceeds with examples of thinking process, buffer management and supply chain logistics to demonstrate how one can increase the throughput even in the face of adverse payor conditions and turn a profit. The book brings clarity to the operations and helps avoid artificial constraints for a more profitable organization. Critical role of the structured Performance Improvement is emphasized, which formalizes management's traditional role of planning, organizing and controlling. This book should reside on every healthcare administrator's desk regardless of their position. The future will present tremendous challenges to healthcare institutions and people who run them. An executive administrator needs to know and understand the concepts explained in this book to be able to steer their organizations through the treacherous waters of the current economy. Failure will mean replacement. The subject matter of Lean, Six Sigma and Constraints Management will be thought of more extensively in Master of Healthcare Management programs, and the more competent and younger graduates will push their way upward and dislodge any middle or upper manager who fails to learn, understand and employ these modern management techniques in an ever shortening horizon. Tamer Acikalin, M.D, MBA

PROVEN STRATEGIES FOR REVOLUTIONIZING HEALTHCARE SYSTEMS "If I had to sum up this book in one word, the word would be 'brilliant'! This is one of the most insightful books on TOC, not just for healthcare, that I have ever read." --BOB SPROULL, author of *The Ultimate Improvement Cycle: Maximizing Profits through the Integration of Lean, Six Sigma, and the Theory of Constraints* *Performance Improvement for Healthcare: Leading Change with Lean, Six Sigma, and Constraints Management* lays out an integrated approach for using three improvement methods that have proven to be the most effective way to transform hospital operations in terms of patient outcomes and experience, financial viability, and employee satisfaction. This pioneering guide presents a strategy for managing bottlenecks, eliminating waste, reducing errors, and containing costs in healthcare organizations, as well as sustaining the gains achieved. Real-world case studies illustrate successful performance improvement implementations that have realized breakthrough operational and financial results in the U.S. and abroad. The book is an in-depth guide for healthcare leaders and includes topics such as: Assessing your organization's readiness for adopting a best-of-breed performance improvement strategy How to deploy an integrated performance improvement program and get far better results than with traditional methods Using Constraints Management to

identify leverage points and break constraints that exist in all healthcare organizations Building a program that consistently meets milestones on time and on budget How to begin thinking at the system-level of complex healthcare organizations and target high-impact opportunities Preventing common issues with sustaining improvement initiatives