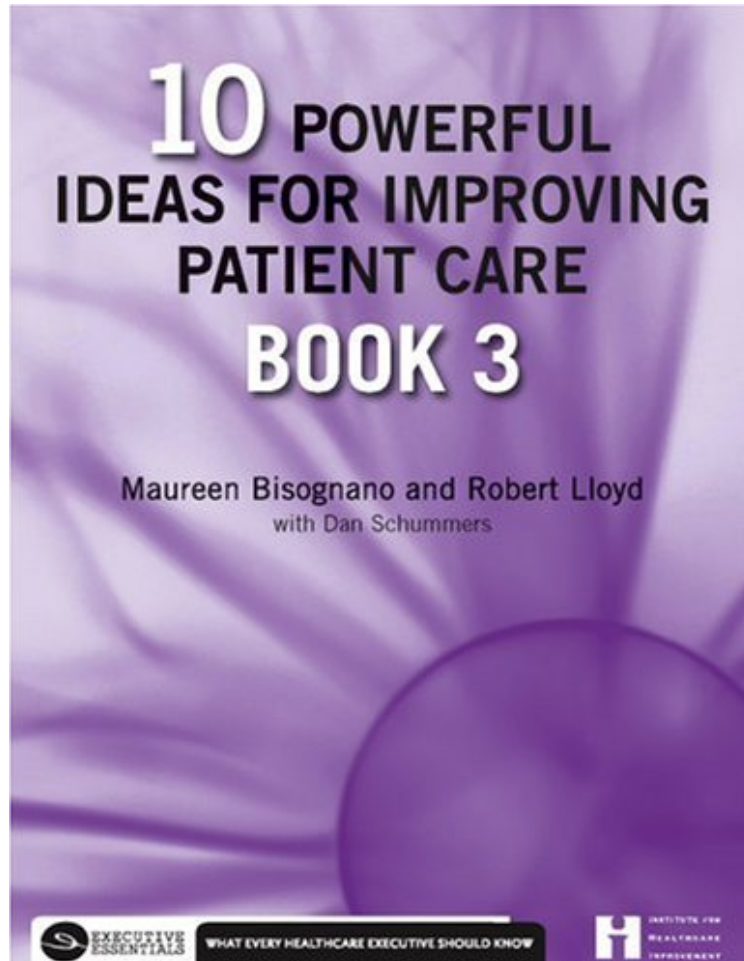


## 10 Powerful Ideas for Improving Patient Care: Book 3

*Maureen A. Bisognano and Robert C. Lloyd, Ph.D., with Dan Schummers*  
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**Maureen A. Bisognano and Robert C. Lloyd, Ph.D., with Dan Schummers : 10 Powerful Ideas for Improving Patient Care: Book 3** before purchasing it in order to gage whether or not it would be worth my time, and all praised 10 Powerful Ideas for Improving Patient Care: Book 3:

This is the third book in a series designed to widely share innovations in patient care. This book includes improvement strategies selected by two leaders at the Institute for Healthcare Improvement (IHI). These approaches are reliable, innovative, ready for implementation, and have been tested and used successfully. Each chapter provides a description of the strategy, an example of the strategy in practice, and, in most cases, the results that have been achieved when the strategy was applied. Ideas explored in this book include: Examining and redesigning the discharge process to cover gaps in care Improving patients health literacy to eliminate confusion about medical instructions and provide needs-

appropriate care Implementing WalkRounds to identify and address safety issues Establishing red rules three to four key behaviors that staff must follow to ensure safety Using innovative approaches to detect early signs of patient distress

About the AuthorMaureen A. Bisognano is the executive vice president and chief operating officer of IHI located in Cambridge, Massachusetts. Prior to joining IHI, Ms. Bisognano was senior vice president of The Juran Institute, where she consulted with senior management on the implementation of total quality management in healthcare settings. Before that, she served as chief executive officer of the Massachusetts Respiratory Hospital in Braintree, Massachusetts, where, as part of the National Demonstration Project, she introduced total quality management. Robert C. Lloyd, Ph.D., is the executive director of performance improvement for IHI. Dr. Lloyd provides leadership in the areas of performance improvement strategies, statistical process control methods, development of strategic dashboards, and quality improvement training. He has addressed over 450 national and international meetings of professional groups and associations. Dr. Lloyd has published articles and reports on a wide range of topics including continuous quality improvement theory and implementation, clinical outcomes, customer satisfaction, information systems, and parish nursing. He has also authored two books on quality.