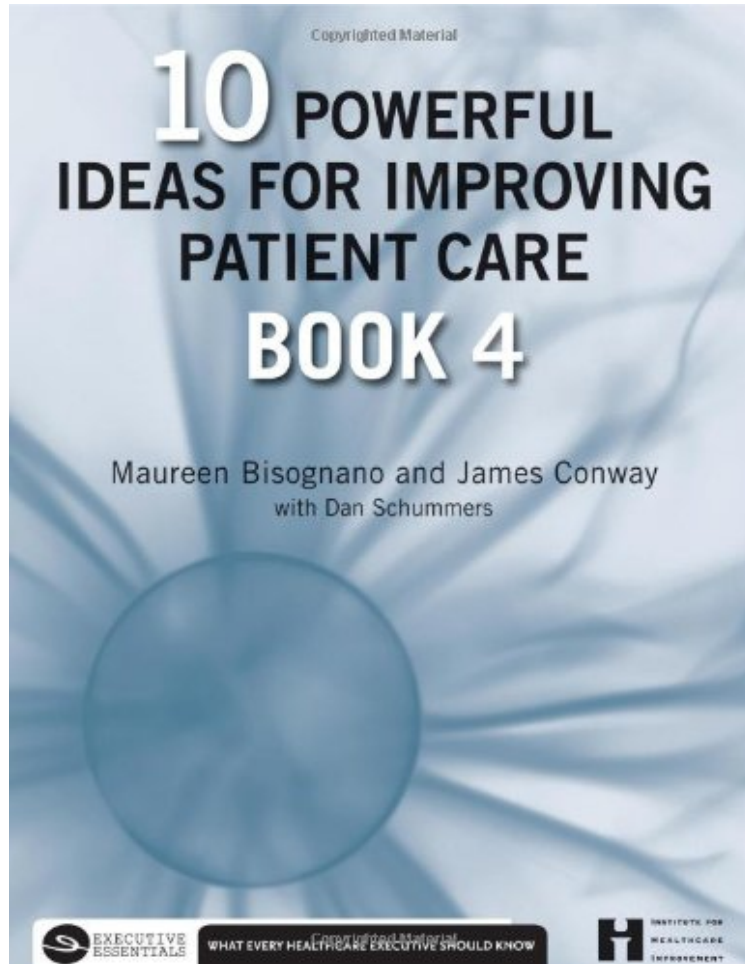


## 10 Powerful Ideas for Improving Patient Care, Book 4

Maureen Bisognano, James Conway  
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This is the fourth book in a series designed to share innovations in patient care. It includes improvement approaches selected by two senior leaders at the Institute for Healthcare Improvement. These proven strategies are reliable, innovative, and ready for implementation. Ideas explored in this book include: \* Harnessing and leveraging the power of middle managers \* Assigning personal guides to help patients and their families navigate the treatment process \* Using simulations to provide technical skills training to staff and promote behavioral and cultural change \* Engaging board leaders in patient safety and quality initiatives

About the AuthorMaureen A. Bisognano is the executive vice president and chief operating officer of the Institute for Healthcare Improvement (IHI) 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. James Conway, FACHE, is the senior vice president at the Institute for Healthcare Improvement. He served as senior fellow at IHI from 2005 2006. Mr. Conway is also an adjunct faculty member at the Harvard School of Public Health.