

The Health Care Manager's Guide to Continuous Quality Improvement (J-B AHA Press)

Wendy Leebov, Jean Ersoz MD

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Health care organizations are increasingly embracing continuous quality improvement as essential to the continued delivery of high-quality patient care. Surprisingly, there is little information available for managers who must translate the principles of continuous improvement into practical reality. The Health Care Manager's Guide to Continuous Quality Improvement supplies managers with guidelines to make customer-driven management and continuous improvement an everyday routine.

From the Inside FlapHealth care organizations are increasingly embracing continuous quality improvement as essential to the continued delivery of high-quality patient care. Surprisingly, there is little information available for managers who must translate the principles of continuous improvement into practical reality. The Health Care Manager's Guide to Continuous Quality Improvement supplies managers with guidelines to make customer-driven

management and continuous improvement an everyday routine. From the Back Cover Health care organizations are increasingly embracing continuous quality improvement as essential to the continued delivery of high-quality patient care. Surprisingly, there is little information available for managers who must translate the principles of continuous improvement into practical reality. The Health Care Manager's Guide to Continuous Quality Improvement supplies managers with guidelines to make customer-driven management and continuous improvement an everyday routine.

About the Author WENDY LEEBOV, is currently the associate vice-president of human resources at Albert Einstein Healthcare Foundation in Philadelphia. She was previously the founder and president of The Einstein Consulting Group, a subsidiary of the Albert Einstein Healthcare Foundation. The Einstein Consulting Group helps health care organizations achieve continuous improvement in service and quality. The group's work has been featured in Newsweek, Healthcare Management, The Washington Post, Hospitals, Journal of Healthcare Marketing, and Healthcare Marketing Report. Dr. Leebov is a nationally recognized author, speaker, workshop leader, and retreat facilitator. Her writings include many articles, training curricula, and the following books: *Health Care Managers in Transition: Shifting Roles and Changing Organizations* (with Gail Scott, MA, Jossey-Bass, Inc., 1990); *Service Excellence: The Customer Relations Strategy for Health Care* (American Hospital Publishing, 1988); and *Patient Satisfaction: A Guide to Practice Enhancement* (with Michael Vergare, MD, and Gail Scott, MA, Medical Economics Books, 1989). She received her doctorate in human development from the Harvard Graduate School of Education.

JEAN ERSOZ, MSHA, is vice-president, medical affairs, at St. Clair Memorial Hospital in Pittsburgh. Dr. Ersoz has served on the clinical faculty for the Joint Commission on Accreditation of Healthcare Organizations, for which she taught advanced strategies for medical staff leadership. She is clinical assistant professor of anesthesia and critical care medicine at the University of Pittsburgh. She is a diplomate of both the American Board of Anesthesiology and the American Board of Medical Management. Dr. Ersoz is a graduate of Chatham College and received her medical degree from the University of Pittsburgh Medical School. She took residency training at Shadyside Hospital in Pittsburgh, the University of Toronto in Canada, Mercy Hospital in Pittsburgh, and the University of Pittsburgh. In addition to her medical degree, Dr. Ersoz holds a master of science in health administration from the University of Colorado.