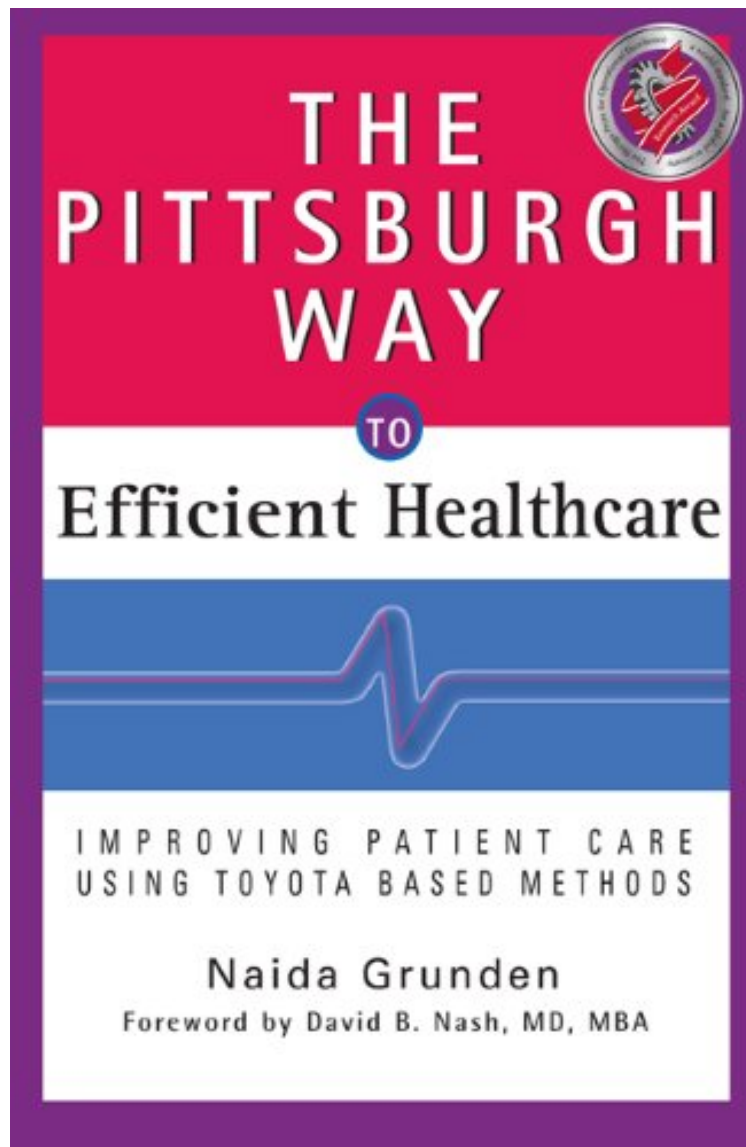


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The Pittsburgh Way to Efficient Healthcare: Improving Patient Care Using Toyota Based Methods

Naida Grunden

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Naida Grunden : The Pittsburgh Way to Efficient Healthcare: Improving Patient Care Using Toyota Based Methods before purchasing it in order to gauge whether or not it would be worth my time, and all praised The Pittsburgh Way to Efficient Healthcare: Improving Patient Care Using Toyota Based Methods:

1 of 1 people found the following review helpful. Better AND Cheaper By Robert G. Burney Efficiency means getting more for less, and Naida Grunden documents how PRHI has been encouraging efficiency in Pittsburgh. There are examples here for every hospital, but even more important is the way these gains were made. The approach to the problem. Open minds will be able to apply the Pittsburgh way to any healthcare setting. Most experts agree that the biggest problem in healthcare today is cost. Reducing cost while providing the same or better service is what this book is all about. Having followed the PRHI efforts for several years, I found the book a little short, particularly on the theory behind these efforts. It seems as if these changes were intuitive and easy. Trust me. Change is never easy. Perhaps this documentation will make similar changes easier for the rest of us.

0 of 0 people found the following review helpful. Four Stars By IT Setup Guy for Small Company as advertised 4 of 4 people found the following review helpful. Translating Lean/Toyota into Healthcare By Tania R. Lyon Full disclosure: I used to work with Naida Grunden at PRHI and was involved with some of the work she describes in her book. But it is precisely because I was buried in the weeds of the work that I appreciate Grunden's ability to extract a fair, accurate, and engaging narrative out of each story. She is a superb writer and I've found this book to be the ideal text for introducing healthcare workers to the connection between Toyota and healthcare. I have since moved on from PRHI and am currently leading a hospital through a lean transformation. To that end I teach an 8 hour introductory course for every hospital employee. I assign portions of The Toyota Way by Jeffrey Liker and chapters from The Pittsburgh Way. Every time I teach the course, I have had participants ask me if they could keep their copy of The Pittsburgh Way a little longer in order to finish reading it. No one has ever asked to hold on to The Toyota Way! The first chapter of The Pittsburgh Way--the gut-wrenching story of Steve and Diane Lares is a powerful emotional hook to the compelling need for a new way of organizing the delivery of care. The rest of the book translates abstract theory into practice--concrete healthcare practice. There's no better way to reach the frontlines in healthcare.

Winner of a 2013 Shingo Research and Professional Publication Award America's healthcare system needs to change. Not only does our country spend 16 percent of its gross domestic product on healthcare, but despite spending more than other industrialized countries, our general health lags behind. While we have plenty of data identifying where healthcare in America falls short, we've precious little practical, hands-on information about how to fix it. In *The Pittsburgh Way to Efficient Healthcare*, Naida Grunden provides an ingenious and optimistic look at how principles borrowed from industry can be applied to make healthcare safer, and in doing so, make it more effective and less costly. The book is a compilation of case studies from units in different hospitals around the Pittsburgh region that successfully applied industrial principles to the benefit of patients and the satisfaction of employees. *The Pittsburgh Way to Efficient Healthcare* is written for all healthcare stakeholders--from clinicians to insurers to employers to those who have the greatest stake in healthcare quality improvement, the patients. About the Author: Naida Grunden has been a business and technical writer for over 25 years, specializing for the past six years in health and medical writing for the Pittsburgh Regional Health Initiative. She writes the PRHI Executive Summary newsletter, a publication she founded in 2001 (www.prhi.org). Her work has appeared in publications as varied as the Joint Commission Journal on Quality and Patient Safety and Air Line Pilot magazine. Ms. Grunden received the 2006 Challenge Award from the American College of Clinical Engineering for her article on the VA wheelchair work in Biomedical Instrumentation and Technology magazine. Ms. Grunden completed her B.A. in English at California State University, East Bay, and her secondary English teaching credential at California State University, San Francisco. She lives in Bellingham, Washington. Visit her website at www.NaidaGrunden.com.

This book reports how managers without more money or federal action can use Toyota management principles to create an environment where it is difficult to make a mistake and people can take joy in work and deliver better and better patient care. Clare Crawford-Mason, co-author, *The Nun and the Bureaucrat: How They Found an Unlikely Cure for America's Sick Hospitals and Thinking About Quality: Progress, Wisdom and the Deming Philosophy*... chock full of pearls, useful tools, and inspiring stories of people and organizations who made quality improvement concepts and principles spring to life. Robert M. Wachter, MD, Professor and Associate Chairman, Department of Medicine University of California, San Francisco, Chief of the Medical Service, UCSF Medical Center Editor, AHRQ WebMM and Patient Safety Network At a time when we are overwhelmed by the staggering evidence that health care systems that we depend on often fail us, here is a book that captures the power of real transformation. Frank Christopher, PBS producer of the series *Remaking American Medicine* I love this book! Like the Toyota Production System on which these case study improvements were founded, it is clear, concise and visual... I can't imagine a reader not being inspired to run out and find similar problems to tackle. I wish every reader the wherewithal to make equal progress! Cindy Jimmerson, President, Lean Healthcare West, author, *A3 Problem Solving for Healthcare: A Practical Method for Eliminating Waste* What exactly is workflow re-design? Can it really make the health care experience safer and more effective, efficient, and rewarding for patients and providers? Ms. Grunden answers these questions through dozens of fascinating examples which really happened in Pittsburgh's hospitals and are replicable virtually anywhere. Christopher Guadagnino, Managing Editor,

Physicians' News Digest
About the Author
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