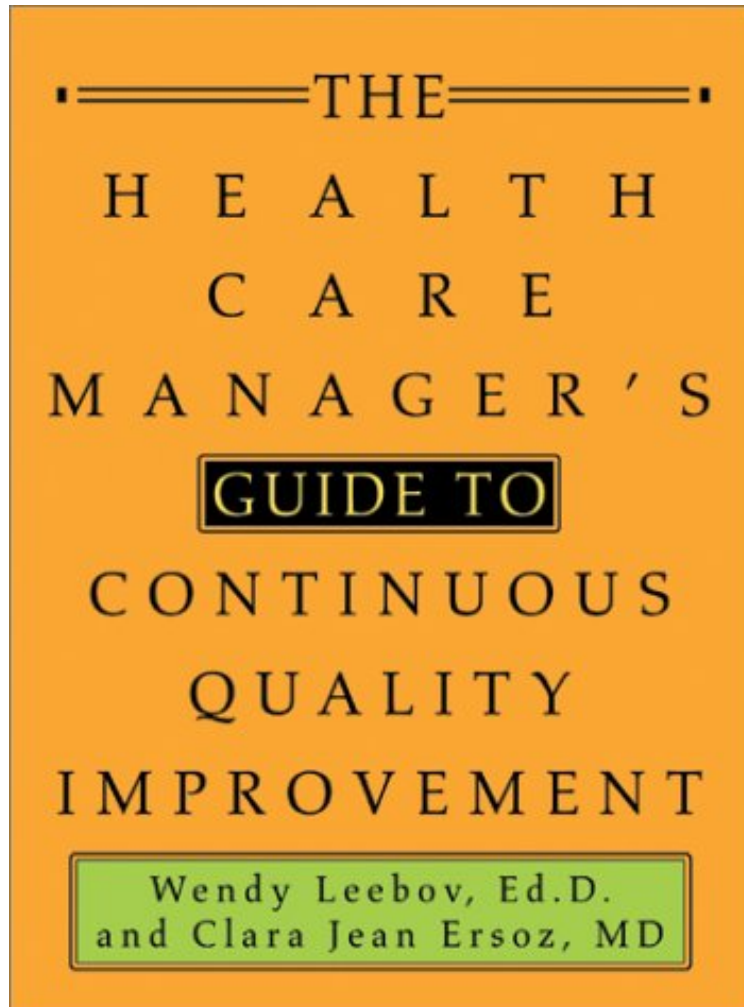


The Health Care Manager's Guide to Continuous Quality Improvement

Wendy Leebov

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Designed for department directors, physician chiefs, product and service line managers, improvement team leaders and facilitators, administrators, and trainers, this book is a practical guide to managing for continuous improvement in

clinical and service processes. Part I lays out the concept of continuous quality improvement, the customer-driven management model and an exploration of the manager's role in quality improvement. Part II explores customer-driven management and process improvement-two models that build data-driven self-correction into daily management routines. Part III presents an in-depth discussion of the most useful and user-friendly tools of process improvement-tools that make processes, root causes of problems, decisions and plans visible and therefore easy to discuss and reengineer. Part IV addresses typical concerns managers identify in their pursuit of quality improvement.

From the Inside Flap 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 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