



Moving Beyond Repair:: Perfecting Health Care

By Karen Wolk Feinstein PhD

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The Pittsburgh Regional Health Initiative (PRHI) is one of the nation's first regional collaboratives of medical, business, and civic leaders organized to address healthcare safety and quality improvement. Its core mission is to show that an unwavering focus on meeting patient needs and achieving optimal care outcomes, along with simultaneous dedication to efficiency and zero defects, will create maximum value for the patient and for society. During the past decade, PRHI has proven again and again that dramatic achievements are possible by applying basic quality improvement methods common to other industries. PRHI developed its own process improvement methodology called Perfecting Patient Care based on industrial engineering principles articulated by W. Edwards Deming, applied early as the Toyota Production System and later known as Lean manufacturing. MOVING BEYOND REPAIR: PERFECTING HEALTH CARE will demonstrate the value of these quality improvement methods not only in solving specific problems, but in supporting both organizational transformation and system redesign.

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Moving Beyond Repair:: Perfecting Health Care By Karen Wolk Feinstein PhD Bibliography

- Rank: #2981830 in Books
- Brand: Brand: CreateSpace Independent Publishing Platform
- Published on: 2012-03-15
- Number of items: 1
- Dimensions: 9.21" h x .44" w x 6.14" l,
- Binding: Paperback
- 186 pages

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