

(Download pdf ebook) Total Quality in Healthcare: From Theory to Practice (Jossey Bass/Aha Press Series)

## Total Quality in Healthcare: From Theory to Practice (Jossey Bass/Aha Press Series)

*Ellen J. Gaucher, Richard J. Coffey*

*\*Download PDF | ePub | DOC | audiobook | ebooks*



#6204407 in Books Jossey-Bass 1993-06-04Original language:EnglishPDF # 1 9.47 x 1.41 x 6.24l, #File Name: 1555425348615 pages | File size: 34.Mb

**Ellen J. Gaucher, Richard J. Coffey : Total Quality in Healthcare: From Theory to Practice (Jossey Bass/Aha Press Series)** before purchasing it in order to gage whether or not it would be worth my time, and all praised Total Quality in Healthcare: From Theory to Practice (Jossey Bass/Aha Press Series):

Using TQM Strategies A major contribution . . . an authoritative, comprehensive overview of health care TQM accessible to executives and practitioners alike. --Glenn Laffel, editor, Quality Management in Health Care Drawing on the lessons they learned in their own hospital, the authors show you how to utilize the philosophy of continuous improvement in all business and clinical functions, employ teams for problem solving, and continually strive to meet and exceed customer needs. The authors provide guidance for realizing broad-scale organizational change, and describe how to improve speed, efficiency, and cost-effectiveness in a hospital environment.

"A must read for all who believe healthcare delivery can derive immense benefit from continuous quality improvement." Kathryn E. Johnson, president and CEO, The Healthcare Forum "This book offers specific, 'how to' guidance to healthcare leaders engaged in the hard and important job of making real organizational changes in response to urgent social needs." Donald M. Berwick, president and CEO, Institute for Healthcare Improvement "A

major contribution . . . an authoritative, comprehensive overview of health care TQM accessible to executives and practitioners alike." Glenn Laffel, editor, *Quality Management in Health Care* From the Inside Flap Total Quality Management (TQM) is considered by many to be the answer to the severe problems currently gripping the healthcare industry. Yet while much has been written about the theory of TQM, little is available on the specifics of applying this theory to health care practice. How does one begin? How can the organization be structured to support these approaches? How can the effectiveness of these efforts be evaluated? Sharing the lessons they've learned by implementing TQM strategies in their hospital since 1987, Ellen J. Gaucher and Richard J. Coffey offer practical guidance for building an organization that successfully employs TQM--one that utilizes the philosophy of continuous improvement in all business and clinical functions, employs teams for problem solving, and continually strives to meet and exceed customer needs. They provide comprehensive guidance for realizing broad-scale organizational change, showing how by applying this approach, they have been able to improve speed, efficiency, and cost-effectiveness throughout their organization. From the Back Cover Sharing the lessons they learned in their own hospital, Gaucher and Coffey offer practical advice for building an organization that successfully employs TQM. Their model includes utilizing the philosophy of continuous improvement in all business and clinical functions, employing teams for problem solving, and continually striving to meet and exceed customer needs. The authors provide comprehensive guidance for realizing broad-scale organizational change, and describe how to improve speed, efficiency, and cost-effectiveness in a hospital environment.