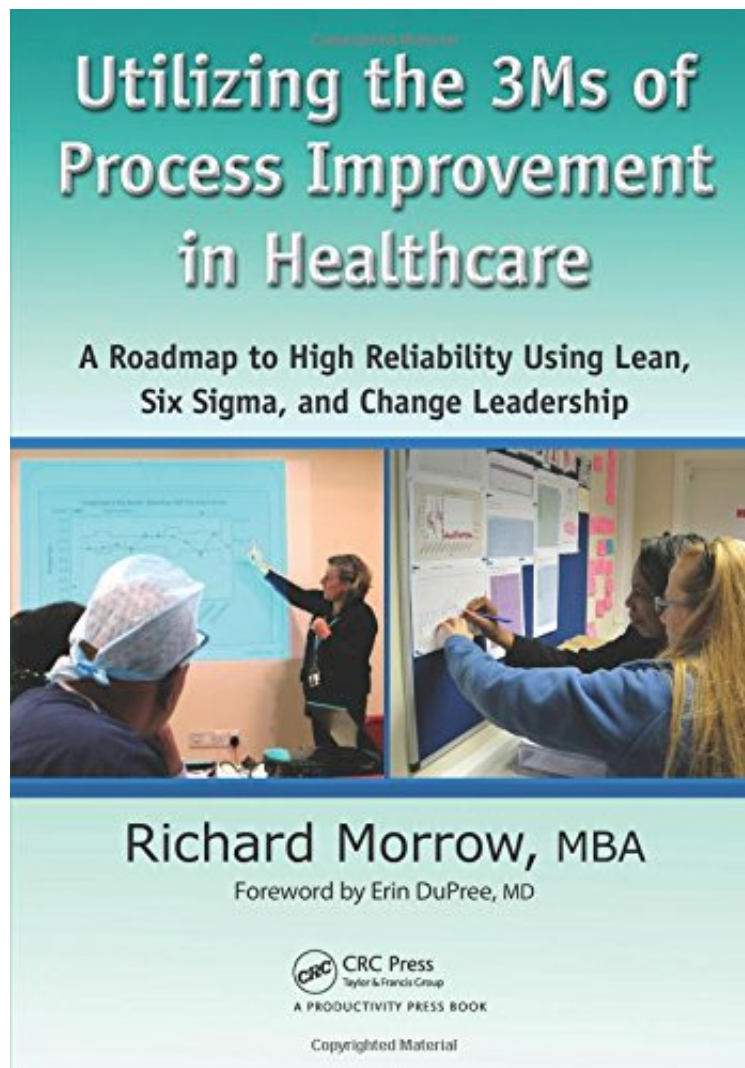


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Utilizing the 3Ms of Process Improvement in Healthcare: A Roadmap to High Reliability Using Lean, Six Sigma, and Change Leadership

Richard Morrow

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Richard Morrow : Utilizing the 3Ms of Process Improvement in Healthcare: A Roadmap to High Reliability Using Lean, Six Sigma, and Change Leadership before purchasing it in order to gage whether or not it would be worth my time, and all praised Utilizing the 3Ms of Process Improvement in Healthcare: A Roadmap to High Reliability Using Lean, Six Sigma, and Change Leadership:

2 of 2 people found the following review helpful. Appendix figures and tools unreadable in kindleBy NickThe significant value of this book is found in the examples and tools located in the Appendices. Unfortunately, the figures of the Appendices are shrunk down in low resolution making them unreadable. However, I contacted the author through the website he references in the book and he sent me the full resolution files. The author has proven to be very approachable. Now that I've read a few chapters, I'm very optimistic about how this book can help me use the tools of process improvement and lead the change it brings.

Utilizing the 3Ms of Process Improvement in Healthcare supplies step-by-step guidance on how to use the 3Ms of change leadership to improve healthcare processes. Complete with forms, templates, and healthcare case studies, it illustrates the proper application of the 3Ms. It weaves stories throughout the book of role models who have succeeded, as well as some who have failed. It identifies the specific elements that were missing or defective in the failed attempts to teach readers about how the three elements work together. Arming you with a culture change method that is based on changing behaviors, it provides a leadership and management guide to achieving your objectives. The 3Ms have worked for Ben Franklin, Abraham Lincoln, and the authors teams across the globe. Now, with this book, you can put the power of the 3Ms to work for you in your quest towards improving processes, providing better care, and reducing costly errors. The author encourages reader interaction and feedback on his website: www.rpmexec.com. He also provides you with access to the forms and templates described in the book.

In this book, Rick Morrow provides a clear, structured, and disciplined approach to improving processes and systems in healthcare, an industry in great need of improvement. He gives readers great insight into how all the tools of improvement can indeed be used in an integrated approach to improve reliability of care, clinical utilization, quality, patient safety, and efficiency. He wraps this around straightforward steps and the management systems required to sustain improvements. A must read for all looking to improve a complex organization and delivery system. Charles Hagood, President Founder, Healthcare Performance Partners, Inc Co-Author of Lean Led Hospital Design With Rick Morrrows help, we were able to reduce hospital acquired infections by over 50% using the tenets described in this book. Those improvements have been sustained. Rick provides a simple and elegant description of improvement methods and how to apply them. Those serious about performance could benefit from this book. David Munch, MD, Senior VP, Chief Consulting and Clinical Officer, Healthcare Performance Partners, Inc. (HPP), A MedAssets Company As an international expert in quality and safety, Utilizing the 3Ms of Process Improvement for Healthcare is my go-to-guide for practical applications in process improvement. This is a must read for all healthcare professionals looking to create sustainable processes and improve outcomes. David Jaimovich, MD, President of Quality Resources International The stories that Rick shares in this book, I think, everyone can relate to. His ability to translate difficult lessons into easy, memorable stories will engage even the most skeptical readers. This book includes a step-by-step approach to change that begins with proven techniques. includes templates that guide teams in driving change and utilization of the 3Ms for process improvement. This book is a great place to start your journey in process improvement. The key to longevity and success in process improvement is the utilization of the 3Ms. I cant imagine succeeding without the concepts shared in this book. Erin DuPree, MD, Deputy Chief Medical Officer, Vice President Patient Safety, Mount Sinai Medical Center, New York I have made it a habit to listen more carefully to those who have actually been successful doing what they teach. Rick Morrow has the track record to back up the methodology suggested in his book. To the degree that it is theory, it is theory tested and proven on the front lines. He is a veteran in the ongoing ware to improve the patient experience, reduce waste and enhance quality of the care we provide. As such, he is worth listening to. Take the time to read his book. It will be time well invested. Terry Howell, Ed.D., Chief Quality Officer, Hennepin County Medical Center About the Author Rick Morrow is a consultant with more than 25 years of senior leadership experience in healthcare, aviation, construction, automotive and high tech. Morrow leads Healthcare Performance Partners Quality, Safety, and High Reliability unit, a MedAssets company. He has authored Lean Six Sigma performance excellence courses and taught and deployed programs internationally for Eaton Corporation, SKF, Motorola, United Airlines, The Joint Commission, and Healthcare Performance Partners. Morrow is the author and leader of HPPs Six Sigma consulting and wrote and leads the Belmont University Lean Healthcare Certification Program for Supply Chain Professionals, which is a blend of The Toyota Production System, Six Sigma, and Change Leadership. Morrow also wrote and taught The University of Penns Penn Medicine Leadership and Performance Improvement courses. He authored the Lean Six Sigma Program at The Joint Commission and led its Center for Transforming Healthcare, where he and his team led collaborations improving patient care and safety with major academic medical centers including Cedars-Sinai, Johns Hopkins, Mayo Clinic, Intermountain Healthcare, North Shore Long Island Jewish, and Stanford University. Morrow earned his MBA from the University of Illinois Executive Program and has a B.S. in Business from Illinois State University. Certifications include Motorola Master Black Belt and Lean Enterprise from the University of Tennessee. He is an international speaker on Lean Six Sigma, Quality, and Safety at conferences including NPSF, ASC and ASQ. Morrow is also the author of the companion book, Utilizing the 3Ms in Process Improvement, and is a contributing editor on performance improvement, quality and

safety publications. He is as proud in his work coaching his son and daughter in baseball and soccer and leading as President of Holy Family Commission of Education.