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## Healthcare Kaizen: Engaging Front-line Staff in Sustainable Continuous Improvements (Paperback)

By Mark Graban, Joseph E. Swartz

Taylor Francis Inc, United States, 2012. Paperback. Book Condition: New. 277 x 216 mm. Language: English . Brand New Book. Healthcare Kaizen focuses on the principles and methods of daily continuous improvement, or Kaizen, for healthcare professionals and organizations. Kaizen is a Japanese word that means change for the better, as popularized by Masaaki Imai in his 1986 book *Kaizen: The Key to Japan's Competitive Success* and through the books of Norman Bodek, both of whom contributed introductory material for this book. Winner of a 2013 Shingo Research and Professional Publication Award! In 1989, Dr. Donald M. Berwick, founder of the Institute for Healthcare Improvement and former administrator of the Centers for Medicare Medicaid Services, endorsed the principles of Kaizen in the *New England Journal of Medicine*, describing it as the continuous search for opportunities for all processes to get better. This book shows how to make this goal a reality. Healthcare Kaizen shares some of the methods used by numerous hospitals around the world, including Franciscan St. Francis Health, where co-author Joe Swartz has led these efforts. Most importantly, the book covers the management mindsets and philosophies required to make Kaizen work effectively in a hospital department or...



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