



Transforming Health Care: Virginia Mason Medical Center's Pursuit of the Perfect Patient Experience

Charles Kenney

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For decades, the manufacturing industry has employed the Toyota Production System — the most powerful production method in the world — to reduce waste, improve quality, reduce defects and increase worker productivity. In 2001, Virginia Mason Medical Center, an integrated healthcare delivery system in Seattle, Washington set out to achieve its compelling vision to become The Quality Leader and to fulfill that vision, adopted the Toyota Production System as its management method.

Winner of a Shingo Research and Professional Publication Award!

Transforming Health Care: Virginia Mason Medical Center's Pursuit of the Perfect Patient Experience takes you on the journey of Virginia Mason Medical Center's pursuit of the perfect patient experience through the application of lean principles, tools, and methodology. The results speak for themselves, including:

- An innovative patient safety alert system
- Reduction in professional liability insurance expenses
- Foundational changes that make it possible for nurses to spend 90% of their time with patients
- A computerized module that sorts through electronic medical charts and automatically identifies when disease management and preventative testing due

Over the last several years Virginia Mason has become internationally known for its journey towards perfection by applying the Toyota Production System to healthcare. The book takes readers step by step through Virginia Mason's journey as it seeks to provide perfection to its customer – the patient. This book shows you how you use this system to transform your own organization.

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This Transforming Health Care: Virginia Mason Medical Center's Pursuit of the Perfect Patient Experience is great book for you because the content which is full of information for you who all always deal with world and get to make decision every minute. This particular book reveal it data accurately using great arrange word or we can point out no rambling sentences inside it. So if you are read that hurriedly you can have whole facts in it. Doesn't mean it only provides you with straight forward sentences but hard core information with wonderful delivering sentences. Having Transforming Health Care: Virginia Mason Medical Center's Pursuit of the Perfect Patient Experience in your hand like getting the world in your arm, information in it is not ridiculous one. We can say that no guide that offer you world inside ten or fifteen second right but this book already do that. So , this really is good reading book. Hey there Mr. and Mrs. busy do you still doubt in which?

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In this era globalization it is important to someone to receive information. The information will make someone to understand the condition of the world. The health of the world makes the information easier to share. You can find a lot of referrals to get information example: internet, classifieds, book, and soon. You will observe that now, a lot of publisher which print many kinds of book. The actual book that recommended to you is Transforming Health Care: Virginia Mason Medical Center's Pursuit of the Perfect Patient Experience this publication consist a lot of the information on the condition of this world now. That book was represented how can the world has grown up. The words styles that writer use to explain it is easy to understand. Often the writer made some exploration when he makes this book. This is why this book suitable all of you.

Melvin Belknap:

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Johnnie Nystrom:

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