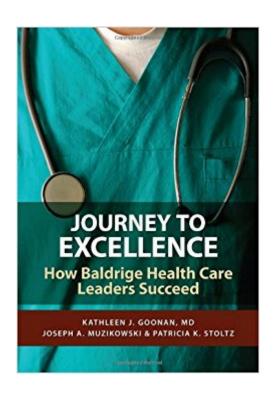
The book was found

Journey To Excellence: How Baldrige Health Care Leaders Succeed





Synopsis

This book is based on several years study of the nine Baldrige Award winners from health care. It describes how these organizations approached their Baldrige journey and what other health care leaders should do to reap similar benefits. To fully understand the journey for these nine organizations and their return on investment, the authors studied each of their 50-page award applications, presentations at national and regional meetings, and other publications by or about them. Additionally and most importantly, CEOs and other senior leaders were interviewed at length. The questions asked of these leaders followed three basic themes: How did you successfully use the Baldrige framework to drive improvement? What would you recommend other organizations do to gain the value you have from a Baldrige journey? What can we learn from you that would help other organizations manage their improvement journeys to maximize the value they gain?

Book Information

Paperback: 248 pages

Publisher: ASQ Quality Press; 1 edition (May 15, 2009)

Language: English

ISBN-10: 0873897358

ISBN-13: 978-0873897358

Product Dimensions: 9.9 x 6.8 x 0.6 inches

Shipping Weight: 15.2 ounces (View shipping rates and policies)

Average Customer Review: 4.6 out of 5 stars Â See all reviews (5 customer reviews)

Best Sellers Rank: #130,832 in Books (See Top 100 in Books) #9 in Books > Business & Money

> Processes & Infrastructure > Facility Management #85 in Books > Medical Books >

Administration & Medicine Economics > Hospital Administration #125 in Books > Business &

Money > Management & Leadership > Production & Operations

Customer Reviews

The premise of this book, as stated in the foreword, is that although there may be no magic bullets, there are rational approaches that achieve results. The Baldridge approach that Dr. Goonan and her co-authors elucidate provides guidance and checklists to embark and persist on the iterative journey of improvement based on the LASER framework:- Leadership consists of 3 steps: recognizing that fundamental change is necessary to achieve one's vision, welcoming objective evaluation and "brutal facts" feedback, and commiting to build a culture based on organizational learning and improvement- Assessment reflects the decision to systematically evaluate processes and practices

to view the organization from the perspective of patients and families- Sensemaking describes the critical role leaders play in interpreting and explaining disruptive marketplace changes and framing what is required for successful healthcare delivery- Execution refers to the focused action necessary to achieve results, which includes: formalizing informal processes, setting priorities, discontinuing unproductive activities, establishing accountability with action plans, and integrating the Baldridge process into strategic and operational planning- Results includes strong performance on a comprehensive set of measures important to patients, stakeholders, and markets; beneficial trends over time relating to the organization's mission; key results that show good-to- excellent relative performance on benchmarks; alignment with organizational strategiesOn page 102, the authors quote Karl Weick, who introduced the concept of sensemaking by writing, "What is good for sensemaking is a good story.

Download to continue reading...

Journey to Excellence: How Baldrige Health Care Leaders Succeed The Cleveland Clinic Way: Lessons in Excellence from One of the World's Leading Health Care Organizations: Lessons in Excellence from One of the World's ... Care Organizations VIDEO ENHANCED EBOOK Comparing ISO 9000, Malcolm Baldrige, And the SEI CMM for Software: A Reference and Selection Guide Cats: Cat Care- Kitten Care- How To Take Care Of And Train Your Cat Or Kitten (Cat Care, Kitten) Care, Cat Training, Cats and Kittens) Dogs: Dog Care- Puppy Care- How To Take Care Of And Train Your Dog Or Puppy (Dog Care, Puppy Care, Dog Training, Puppy Training) How to Build Network Marketing Leaders Volume Two: Activities and Lessons for MLM Leaders Academic Leadership and Governance of Higher Education: A Guide for Trustees, Leaders, and Aspiring Leaders of Two- and Four-Year Institutions Essentials in Hospice Palliative Care - Second Edition: A basic end-of-life manual explaining how to care for the dying and helps health care workers, family and patients deal with death and dying. The High-Velocity Edge: How Market Leaders Leverage Operational Excellence to Beat the Competition Integrated Enterprise Excellence, Vol II: Business Deployment: A Leaders' Guide for Going Beyond Lean Six Sigma and the Balanced Scorecard Health Care Information Systems: A Practical Approach for Health Care Management Health Care Finance: Basic Tools for Nonfinancial Managers (Health Care Finance (Baker)) Curing Medicare: A Doctor's View on How Our Health Care System Is Failing Older Americans and How We Can Fix It (The Culture and Politics of Health Care Work) Delivering Health Care In America (Delivering Health Care in America: A Systems Approach) Health Care Will Not Reform Itself: A User's Guide to Refocusing and Reforming American Health Care Global Health Care: Issues and Policies (Holtz, Global Health Care) Practicing Excellence: A Physician's Manual to Exceptional

Health Care Raising the Bar on Service Excellence: The Health Care Leader's Guide to Putting Passion Into Practice The Cleveland Clinic Way: Lessons in Excellence from One of the World's Leading Health Care Organizations W21PR - Standard of Excellence Book 1 Drums and Mallet Percussion - Book Only (Standard of Excellence Comprehensive Band Method)

<u>Dmca</u>