



Basics of Health Care Performance Improvement

Donald Lighter

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Basics of Health Care Performance Improvement: A Lean Six Sigma Approach prepares future healthcare administrators to meet the challenges of a changing marketplace through the proven Lean Six Sigma method of quality improvement—straightforward principles and procedures that enhance how healthcare organizations operate. With an eye toward meeting consumers’ increasing demand for value in health care, this new volume provides in-depth information on planning and implementing a “Define-Measure-Analyze-Improve-Control” (DMAIC) initiative to reduce errors and improve performance in healthcare settings, and serves as an essential reference on the basics of Lean Six Sigma and its application in augmenting the quality of care.

Key Features: Lean Six Sigma case studies drawn from the industry; A thorough exploration of DMAIC approach to quality improvement; Discussion questions in every chapter

Instructor Resources: Instructor’s Manual, PowerPoint Presentations, and a TestBank

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