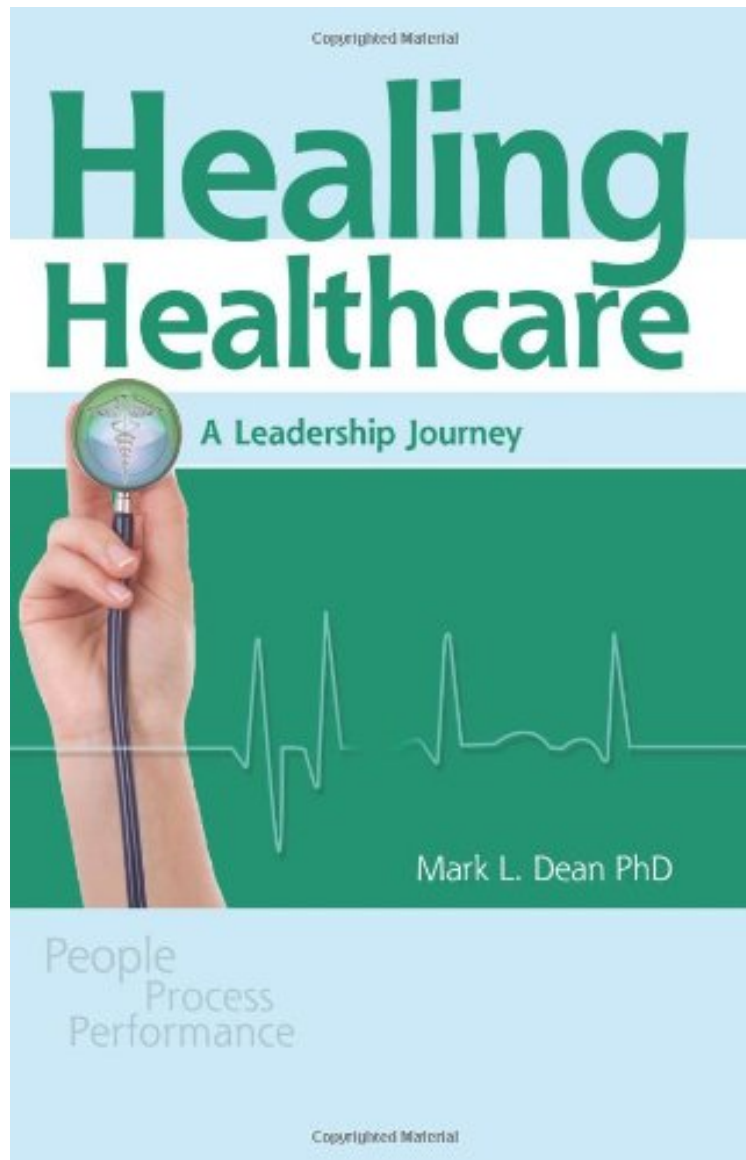


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Healing Healthcare: A Leadership Journey

Mark L. Dean

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Mark L. Dean : Healing Healthcare: A Leadership Journey before purchasing it in order to gauge whether or not it would be worth my time, and all praised Healing Healthcare: A Leadership Journey:

8 of 8 people found the following review helpful. A must-read for all healthcare professionals By Mike Mudd-Lean Healthcare Consultant At long last, a book dedicated to Lean transformation in healthcare, written by someone with in-depth knowledge of both. Dr. Dean has taken the lessons he learned from actually implementing Lean principles in a

large healthcare organization and adapted them to confront the unique language and perspectives of healthcare. Particularly compelling is his concept of "Healing Pathways", patient-centered value streams that focus not only on waste in processes, but also on impediments to healing. These and other ideas are presented in an engaging novel format that places the reader at the helm of a struggling hospital, an all too common situation today. By placing these concepts in the same terms that hospital executives contend with daily, Dr. Dean has delivered an essential guide to realizing the healthcare organization of the future. The examples and methods described in this book can be taken directly to the floor of a hospital and yield not only the financial results necessary for an organization to succeed, but new heights in patient care. As this book reminds readers, the patients requiring the care and expertise that healthcare professionals provide are our families, friends, and communities at large. They are relying on today's healthcare executives to step outside of the box and build the best healthcare system possible. This book provides a roadmap that I am eager to share with my colleagues for the benefit of my own organization.

4 of 4 people found the following review helpful. Transformation Toolkit By StevieDee In a time when the economy is uncertain, revenues are difficult to generate and to collect, organizations must continually find ways to reinvent themselves to remain viable and competitive. With Healing Healthcare - A Leadership Journey, Dr. Mark Dean provides an excellent strategic instrument to conceptualize, organize and transform healthcare or any organization seeking to maximize financial and service outcomes and culture. Use this book as your personal consultant and thought guide to optimizing operations. Anyone who has experienced organizational transformation would validate that the concepts outlined here are neither suggestions nor guidelines, but fundamentals, and Dr. Dean has done a masterful job of putting them in reach of all of us. Autocrats, silo-thinkers, and micro-managers be forewarned!

Stephan D. French President, CEO Facility Advocates, LLC 0 of 0 people found the following review helpful. A Blueprint for Change in Healthcare By Mike Mabry, TPS Champion, Toyota Motor Manufacturing North America Healing Healthcare is a blueprint for lean management presented in a compelling novelette format. The reader follows the trials and tribulations of Will Patterson, CEO of Healing University Medical Center, as he endeavors to provide high quality patient care in a less than ideal setting. This work by Dr. Dean is particularly relevant during a time when healthcare in America is undergoing a dramatic paradigm shift. While healthcare workers will appreciate the practical examples of life in a busy medical center, anyone who is exposed to a complex organization needing change will identify with the characters in this story. I highly recommend taking an afternoon to read this well written account of lean transformation in action. The insight and value lessons you gain from the read will help you make sustainable change to your workplace.

Written for healthcare executives, Healing Healthcare is a compelling guide for leading, implementing and sustaining lean transformation. It provides a roadmap for achieving organizational excellence, focusing on C suite responsibilities, and clearly demonstrates the return on investment around patient care, financial performance, and cultural transformation. Written in the form of a business novel, it is both a quick read and an insightful leadership journey. Will Patterson is the new CEO at Healing University Medical Center. What he inherits is a broken system; an organization losing money, exhausted doctors and nurses, high turnover rates, and patient satisfaction at an all-time low. When his own mother suffers a minor heart attack and receives excellent care at another facility, Patterson is faced with a stark realization: he would not have wanted her to have come to his hospital. Rather than despair, he reaches out to the CEO where his mother was treated in the hopes of discovering their secret. What he finds are a leadership philosophy and the tools to completely transform Healing University. Transformational leadership is the philosophy. Lean provides the tools. Patterson is initially skeptical about the idea of applying Lean processes to Healing U. After all, patients are not inanimate objects flowing through a process. But by focusing on this idea Patterson and his team have a revelation. Lean, and all its tools can supercharge process performance and patient care when the patients, and their unique perspectives and experiences, are acknowledged and used to improve the process. Using this approach, Healing University revolutionizes the application of Lean in Healthcare and introduces the concept of Healing Pathways: Value Streams through which patients flow. Patterson and his team empower their people to use Lean to improve Healing Pathways. To his surprise, this approach also creates a profound cultural transformation at Healing University. Patterson realizes that process and cultural transformation are two sides of the same coin. It's about the process; and it's about the people. The improvements in patient care, patient satisfaction, profitability, and team member satisfaction are astounding.

This book contains insightful and innovative lessons for leaders in every industry. As an outsider to healthcare, as a patient, and as a taxpayer, I think it should be required reading for all healthcare executives. --David Graffy Chief Executive Officer ProLift Equipment A MUST READ for all healthcare executives and leaders as we prepare our organizations for increasing demands for accountability and performance. --Thomas Gessel, Chief Executive Officer Saints Mary Elizabeth Hospital Much more than a book on continuous improvement. It's really a book about effective, results oriented leadership. --Timothy L. Jarm President/CEO Alliant Management Services About the Author Dr. Mark Dean is an innovative thought leader and seasoned executive with over 30 years' experience in healthcare, government, academia, and industry. He holds a doctorate degree in clinical psychology and master's

degrees in electrical engineering and management. Dr. Dean has successfully guided health care, engineering, manufacturing and service organizations in their pursuits of organizational excellence by facilitating the development and implementation of leadership systems that integrate strategic, operational and quality improvement initiatives. Before returning to consulting, Dr. Dean most recently served as the Senior Executive for Performance Improvement with Jewish Hospital St. Mary's Healthcare. There he developed and refined his approach for organizational transformation, and helped lead a successful turnaround initiative. In his consulting practice, he provides executive coaching and leadership development, team building, and strategic guidance and support for organizational transformation initiatives. Dr. Dean has served as a professor of Organizational Leadership at Purdue University, where he taught courses on leadership, human behavior in organizations, and process improvement. He has numerous publications in the areas of Leadership, Quality Improvement, and the Social Systems model. These include serving as the Keynote Speaker at the 11th Annual Deming Research Seminar, and an article entitled "Does Baldrige Make its Business Case" in the American Society for Quality's (ASQ) flagship publication Quality Progress. Dr. Dean is a Licensed Clinical Psychologist, and an American Society for Quality Certified Quality Engineer and Six Sigma Black Belt. He has a wonderful family with four grown children and two grandchildren.