



Quality Improvement Reference Resources

Website/Education

- Google.com (Search on Lean, Lean health care, Six Sigma, etc.)
- https://en.wikipedia.org/wiki/Lean_manufacturing
- https://en.wikipedia.org/wiki/Lean_Thinking
- https://en.wikipedia.org/wiki/Lean_Six_Sigma
- <https://en.wikipedia.org/wiki/PDCA>
- Lean Enterprise Institute. <http://www.lean.org>
- Denver Health Lean Academy. <http://www.denverhealth.org/lean-academy>
- Pittsburgh Regional Health Initiative. <http://www.prhi.org/>
- Intermountain Healthcare.
<https://intermountainhealthcare.org/about/transforming-healthcare/quality-improvement/>
- University of Michigan College of Engineering training programs:
<http://isd.engin.umich.edu/professional-programs/index.htm>
- Virginia Mason Institute: <http://www.virginiamasoninstitute.org/>
- ThedaCare Center for Healthcare Value. www.createvalue.org
- Institute for Healthcare Improvement Open School web site: Tools, online courses and other materials.
<http://www.ihl.org/education/ihlopenschool/Pages/default.aspx>

Books

- Lean Hospitals: Improving Quality, Patient Safety, and Employee Engagement, Third Edition, Mark Graban, CRC Press, 2016.
- The Checklist Manifesto: How to Get Things Right, Atul Gawande, MD, 2009.
- The Improvement Guide: A Practical Approach to Enhancing Organizational Performance, Gerald J. Langley (co-author), 2009.
- Managing to Learn: Using the A3 management process, John Shook, Lean Enterprise Institute, Inc., 2008.
- Measuring Quality Improvement in Healthcare: A Guide to Statistical Process Control Applications, Raymond G. Carey, 2001.
- On the Mend: Revolutionizing Healthcare to Save Lives and Transform the Industry John Toussaint, 2010.
- The Pittsburgh Way to Efficient Healthcare: Improving Patient Care Using Toyota Based Methods, Naida Grunden, 2008.
- Preventing Medication Errors, Institute of Medicine. 2007.
- The Six Sigma Way Team Fieldbook, Peter Pande, Robert Neuman, & Roland Cavanagh, 2002.
- Understanding Patient Safety, Robert Wachter, 2008.



- Improving Healthcare Using Toyota Lean Production Methods. Robert Chalice, 2007.
- Lean Six Sigma Pocket Toolbook, Michael George, David Rowlands, Mark Price, & John Maxey. 2005).
- The Lean Enterprises Memory Jogger, Richard L. Macinnes, 2003.
- The Toyota Way: 14 Management Principles from the World's Greatest Manufacturer, Jeffrey Liker, 2004.

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