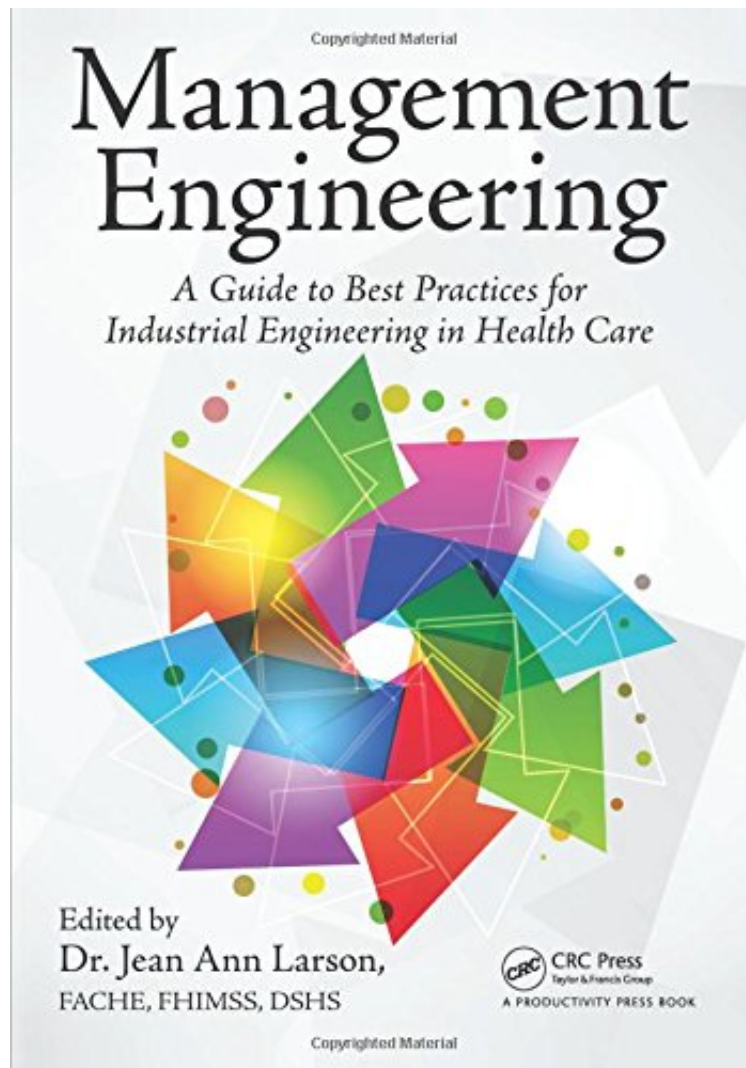


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Management Engineering: A Guide to Best Practices for Industrial Engineering in Health Care

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Increasing costs and higher utilization of resources make the role of process improvement more important than ever in the health care industry. Management Engineering: A Guide to Best Practices for Industrial Engineering in Health Care provides an overview of the practice of industrial engineering (management engineering) in the health care industry. Explaining how to maximize the unique skills of management engineers in a health care setting, the book provides guidance on tried and true techniques that can be implemented easily in most organizations. Filled with tools and documents to help readers communicate more effectively, it includes many examples and case studies that illustrate the proper application of these tools and techniques. Containing the contributions of accomplished healthcare process engineers and process improvement professionals, the book examines Lean, Six Sigma, and other process improvement methodologies utilized by management engineers. Illustrating the various roles an industrial engineer might take on in health care, it provides readers with the practical understanding required to make the most of time-tested performance improvement tools in the health care industry. Suitable for IE students and practicing industrial engineers considering a move into the health care industry, or current healthcare industrial engineers wishing to expand their practice, the text can be used as a reference to explore individual topics, as each of the chapters stands on its own. Also, senior healthcare executives will find that the book provides insights into how the practice of management engineering can provide sustainable improvements in their organizations. To get a good overview of how your organization can best benefit from the efforts of industrial engineers, this book is a must-read.

"a very useful tool Authors Flint and Troy show the example of how data is used to analyze patient wait times and illustrate basic data gathering decisions, tools, and analysis." Blue Heron Journal, March 2014"About the AuthorDr. Jean Ann Larson is President and Principal Consultant at J. A. Larson Associates. Dr. Larson is an experienced executive who partners with business owners, leaders, executive teams, and individuals to help them become more productive while bringing innovation into their businesses and lives through business consulting, facilitation, speaking and executive development and coaching engagements. Jean Ann has led organizational, professional and business transformations for over two and a half decades. She has served as an internal process engineer and consultant, a change agent, and Chief Learning Officer, founding an award winning and respected corporate university. She also served as a Senior Executive of two large healthcare organizations where she has led the functions of organizational effectiveness, process improvement, executive development, talent management, team building, employee engagement, accreditation, quality, strategic development facilitation as well as several clinical areas. Jean Ann has a degree in industrial engineering from Wichita State University, an international MBA from the Thunderbird Graduate School of International Management and in 2011 she received her doctorate in organization change from Pepperdine University with an emphasis on personal, professional and organizational transitions. She has written, edited and published books and many articles on process redesign, process improvement, leadership organization change and transition. She is a frequent presenter at national and international conferences on process redesign, change management, leadership, transformation, cultural change, learning and organization development. She holds the following certifications: Certified Growth Curve Strategist, TTI Performance Systems Certified Professional Behavioral Analyst, TTI Performance Systems Certified Professional Motivators Analyst, TTI Performance Systems Certified Professional TTI TriMetrixreg; HD Analyst Just Culture through Outcomes Egnuity Certified Profile Administrator from Basadur Applied Creativity Odyssey Certified Consultant as part of Odyssey Transformations Group Affiliate Certified Axiological Practitioner - AXCES Solutions, LLC Certified Six Sigma Green Belt through Beaumont/American Society of Quality List of Contributors: Steve Escamilla, Director of the California Quality CollaborativeDutch Holland, President, Holland Management ConsultingTarun Mohan, Health Systems Engineering Analyst, Mayo ClinicThomas Roh, Senior Health Systems Analyst, Mayo ClinicRudy Santacroce, Director, Management Engineering Consultant Services, UF Shands Health SystemsJohn Templin, President, Templin Management Associates, Inc.Amanda Mewborn, Senior Healthcare Operational Planner, Perkins WillBennetta Raby, Strategy and PMO Consultant, Runn EnterpriseDavid Cowan, Senior Research Scientist in the Health Systems Institute, the Georgia Institute of TechnologyJoyce T. Siegele, FACHE, DSHS, Productivity Improvement Manager, Northside Hospital Kelly Arnold, Management Systems Engineer, Dekalb MedicalMarvina Williams, Senior Planner, Perkins WillDuke Rohe, Quality Improvement Education Consultant, M.D. Anderson Cancer CenterAlex Bohn, Transformation Engineer, Care LogisticsSue Te, Director of Transformation, Care LogisticsLarry Dux, Director of Clinical Information Systems and Process Improvement, Froedtert HealthCristina Daccarett, Performance Excellence,

St. Lukersquo;s Hospital, Boise, IdahoKarl Kraebber, Project Manager, Operational Improvement Group, Indiana University HealthRoger Gruniesen, Manager, Clinical Operations Consulting, Quorum Health ResourcesDebbie Flint, Director, Performance Engineering UAHSF The Kirklin ClinicPhil Troy, Operations Research Analyst, TroywareJohn Hansmann, Sr. Director of Labor Management Productivity, Tenet HealthRichard Herring, National Director for Healthcare Planning and Strategies, Perkins and WillDean Athanassiades, Senior Director, Software Customer Services, Philips HealthcareMary Ellen Skeens, Director of Solutions Consulting, Philips HealthcareAdrienne Dickerson, President, Cadence Health, Inc.Ryan Wood, Coordinator in Management Engineering, Beaumont Health SystemsBart Sellers, Manager of Management Engineering, Intermountain HealthcareRoque Perez, Senior Engineer of Management Engineering Consulting ServicesBridget Orsquo;Hare, RCA Program Director, Banner HealthAlyn Ford, Vice President Marketing, Care LogisticsBen Sawyer, Executive Vice President, Care LogisticsMichael Washington, Health Scientist, Center for Disease Control and Prevention nbsp;