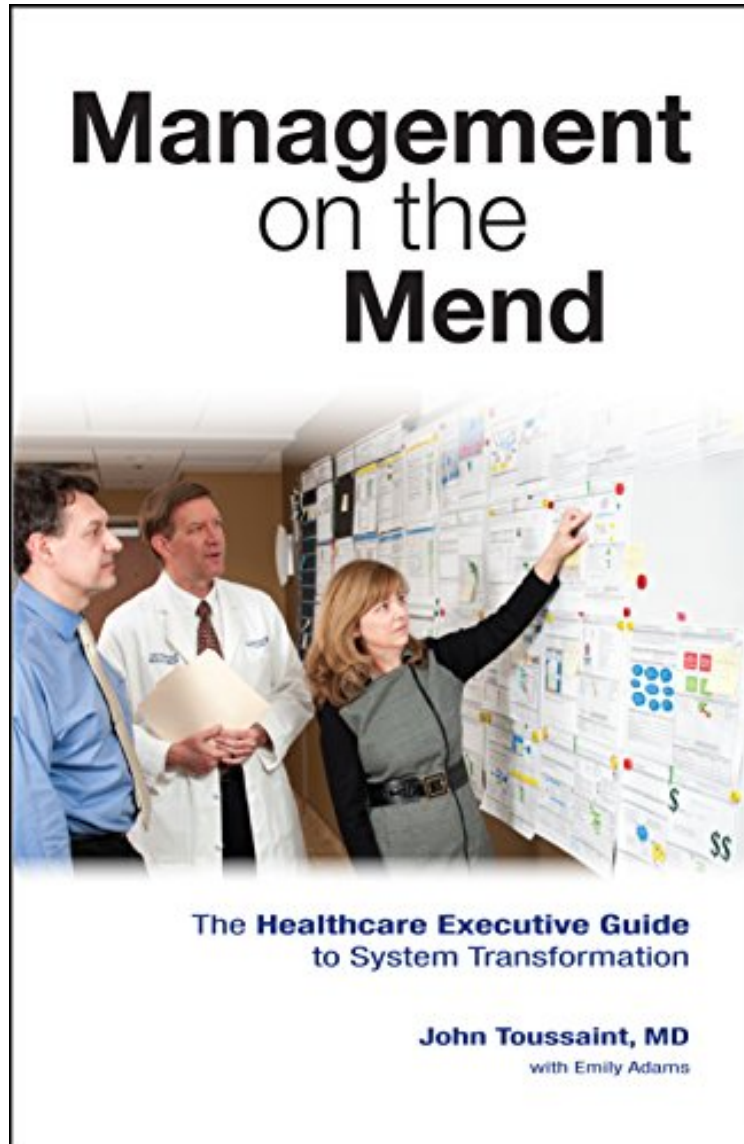


(Free read ebook) Management on the Mend

Management on the Mend

John Toussaint, MD

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John Toussaint, MD : Management on the Mend before purchasing it in order to gage whether or not it would be worth my time, and all praised Management on the Mend:

1 of 1 people found the following review helpful. I have recommended this book to higher leadership as something to considerBy Northwoods DocThis is one of the most refreshing books I've read in a long time. I've learned quite a bit about Lean and championed many changes within our department over the past 7 years that have come to fruition due to a department leader who manages according to the principles outlined in this book, encouraging all members of the

department to come up with and try out ideas, from MAs and RNs to support staff to docs, doing whatever she can to make them work. Our larger organization is in need of revitalized leadership or faces the imminent loss of many physicians and advanced practice clinicians. I have recommended this book to higher leadership as something to consider, especially given that Theda Care is one of our competitors within at least some of our regional markets, so not a foreign entity. I worked at a Theda Care clinic in 2003 during medical school, and even before these changes, the care delivery was pretty good compared with some other places I'd seen, so I'd love to see how things are different there now. However, having done much research and had education on integrative care models such as COMPASS and IMPACT and TEAMcare, I'd love even more to see how implementing the ideas for management and leadership in this book could change the care we deliver in our own rural medical group as a whole, as I have seen it work in our department. This book is a beacon of hope in difficult times for medicine.

1 of 1 people found the following review helpful. Excellent examples of real life situations

By Customer
The content was perfectly in line with the transformation of the healthcare system I'm working to improve. Excellent examples of real life situations. I highly recommend for anyone that is performance improvement minded.

0 of 0 people found the following review helpful. This book highlights the exact motivation why I moved from ...

By Shaum
This book highlights the exact motivation why I moved from high tech manufacturing to healthcare along with the reasons why I know that cross-industry pollination can make a huge difference. All I need now is to find a healthcare system with the humility and vision displayed by Theda and very few others.

Five years after his debut book, *On the Mend*, showed how a large, cradle-to-grave health system revolutionized the way care is delivered, Dr. John Toussaint returns with news for healthcare leaders. There is a clear framework for success for such a transformation. And senior leaders need to be far more intimately involved. While studying and assisting hundreds of organizations transitioning to lean healthcare, Dr. Toussaint witnessed many flaws and triumphs. Those organizations that win creating better value for patients while removing waste in the system have senior managers that lead by example at the frontline of care. The best health systems have also discovered ways to engage everyone in solving problems and embracing change. *Management on the Mend* is the result of years of investigations by Dr. Toussaint of dozens of healthcare organizations around the world. Using their collective experiences, he has built a model for lean transformations that work. This book describes the model, step by step, through people in 11 organizations who are doing the work. It is the story of many journeys and one conclusion: lean healthcare is not only possible, it is necessary. As senior leaders look ahead to a future that includes radical changes that include population health management, the healthcare payment system, and patient expectations, everyone knows that health systems must be agile to survive. In order to thrive, they must be able to continuously improve. Here is the roadmap for that future.

Management on the Mend is a supremely well-written, fast-moving, example-filled guide to transforming healthcare organizations. But the truth is the book should be required reading for any executive trying to radically improve the way his or her company operates. John Toussaint's lessons are so cogent and so powerful they transcend any one field. --Rick Wartzman, Executive Director of the Drucker Institute and Fortune columnist

Management on the Mend is a playbook for healthcare leaders seeking to transform their organizations. Drawing on the experiences of the most successful healthcare transformations to date, the book describes the how's and whys of the decisions required to achieve transformation. More important, it provides options that have been shown to work under different circumstances. A must-read for healthcare leaders concerned with delivering value based on cost, safety, and patient experience. --Peter Ward, Richard M. Ross Chair in Management, Ohio State University

Dr. Toussaint is a frontier leader for those who aspire to achieve habitual excellence in health and medical care. Learning from his experience can shorten your own journey. --Paul O'Neill, 72nd United States Secretary of the Treasury

About the Author
John Toussaint, MD, has been a student of lean healthcare for more than 15 years. *Management on the Mend* is his third book on the subject. Both previous books were awarded the Shingo Research and Professional Publication Award. He has authored numerous articles showcasing the work of the Healthcare Value Network organizations. His many roles have included CEO of ThedaCare and founding chairman of the Wisconsin Health Information Organization and of the Wisconsin Collaborative for Healthcare Quality. His current role is CEO of the ThedaCare Center for Healthcare Value. Dr. Toussaint has coauthored articles for the Institute of Medicine on the subjects of quality and efficiency in healthcare. His work has been featured in the *Wall Street Journal*, *Harvard Business Review*, and *Health Affairs*.