



Transforming Health Care: Virginia Mason Medical Center's Pursuit of the Perfect Patient Experience

By Charles Kenney

CRC Press, 2010. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: This remarkable story of Virginia Mason's journey to Lean offers hope that America can achieve the high-quality, affordable care we all deserve. Ceci Connolly, Freelance Writer A comprehensive and insightful book that chronicles an arduous journey to achieve an exceptional patient-centered culture using a management system only now recognized as relevant to health care. This is a story of how Virginia Mason became the benchmark against which other health care systems must judge themselves, and a beacon in a field that has resisted change for far too long. David M. Lawrence, MD, MPH, Chairman and CEO (retired), Kaiser Foundation Health Plan and Hospitals, Inc. The challenges to our U.S. health care system have never been greater. We are challenged by the high cost of care and less than optimal quality and safety. Virginia Mason Medical Center has been on a ten year journey to demonstrate just what is possible and the results have been profound. What is equally amazing, and must reading for health care leaders, is the story of their journey. It is possible to improve quality and safety while simultaneously reducing cost!...



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