



## Perfecting patient journeys: Improving patient safety, quality, and satisfaction while building problem-solving skills

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Worth, Judy, Shuker, Tom, Keyte, Beau, Ohaus, Karl, et. al. Cambridge, MA: Lean Enterprise Institute , 2012. (Book) — 19 copies, [19 available](#)

Audience: Professional  
Featured

Agency: BC Children's and Women's

Location: Study & Learning Commons

Call Number: REF AA 120 WOR 2012

“ *Healthcare is facing a crisis brought on by a combination of rising costs, lack of transparency and accountability, and preventable medical errors. Applying lean thinking to improve care is one way that healthcare organizations can engage employees in solving problems in order to deliver better and...*