

## Resources for Lean Six Sigma, Leadership & Management

Your Medical Library has a wealth of resources for aspiring, new and seasoned leaders and managers.

**Lean Six Sigma:** If process improvement is a concern to you, you may want to become acquainted with Lean Six Sigma methodology. The CRDAMC Medical Library is pleased to offer you the following titles in hardcopy:

- Adams, Cary W., Praveen Gupta, and Charles E. Wilson. *Six Sigma deployment*. Amsterdam: Butterworth-Heinemann, 2003. Print. W 84 A211 2003
- Chowdhury, Subir. *The power of Six Sigma: an inspiring tale of how Six Sigma is transforming the way we work*. Chicago: Dearborn Trade, 2001. Print. W 84 C558 2001
- George, Michael L.. *Lean Six Sigma: combining Six Sigma quality with lean speed*. New York: McGraw-Hill, 2002. Print.
- George, Michael L., Dave Rowlands, and Bill Kastle. *What is Lean Six Sigma?*. New York: McGraw-Hill, 2004. Print. W 84 G348 2004
- George, Michael L.. *The lean six sigma pocket toolbox: a quick reference guide to nearly 100 tools for improving process quality, speed, and complexity*. New York: McGraw-Hill, 2005. Print. W 84 G348 2005
- Graban, Mark. *Lean hospitals: improving quality, patient safety, and employee satisfaction*. Boca Raton: CRC Press, 2009. Print.

EBSCO ebook collection offers a baker's dozen additional Lean Six Sigma titles. The EBSCO ebooks are searchable from the EBSCO link on our Online Resources page.

Through AKO, you can use the Safari Books Online collection in "My Library." The Safari Books Online collection contains 251 titles covering Lean Six Sigma including *Lean Six Sigma for Hospitals*. The Safari collection supports offline access to content via an app supported by iPad, iPhone, Android Phones, Android Tablets, and Blackberry Playbook devices. According to the FAQ, Some Safari accounts have limited downloading of content.

**Leadership:** Leadership development is an ongoing focus for the AMEDD as well as the rest of the Army. A few of the leadership titles from the Library's Surgeon General's Reading List Collection are:

- De Pree, Max. *Leadership is an art*. New York: Currency, 2004. Print. HD 57.7 .D46 2004 Surgeon General's Reading List Collection
- Gawande, Atul. *The checklist manifesto: how to get things right*. New York: Picador, 2010 2009. Print. RA 399.A1 G39 2010 Surgeon General's Reading List Collection
- Lencioni, Patrick. *Silos, politics, and turf wars: a leadership fable about destroying the barriers that turn colleagues into competitors*. San Francisco, CA: Jossey-Bass, 2006. Print. HD 57.7 L449 2006 Surgeon General's Reading List Collection
- Scott, Susan. *Fierce conversations: achieving success at work & in life, one conversation at a time*. Berkley trade pbk. ed. New York: Berkley Books, 2004. Print. BJ 2121 S42 2004 Surgeon General's Reading List Collection

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## April 2013 Skills Fair

The day of CRDAMC's second annual skills fair was busy for the CRDAMC Medical Library. By the end of the day over 390 people had visited the library. This year's Skills Fair placed special emphasis on Joint Commission readiness. In addition to the library's table display of Joint Commission Resources, we also featured displays in the library focusing on resources supporting leadership, Lean Six Sigma and case management.

If you missed the skills fair, you can find guides to the relevant library resources on our Additional Resources webpage: [http://www.crdamc.amedd.army.mil/med-library/add\\_res.aspx](http://www.crdamc.amedd.army.mil/med-library/add_res.aspx).

Additional leadership titles of note include:

- Gopee, Neil, and Jo. Galloway. *Leadership and management in healthcare*. Los Angeles: SAGE, 2009. Print. W 84 FA1 G559L 2009
- Leadership and self-deception getting out of the box*. 2nd ed. San Francisco: Berrett-Koehler Publishers, 2010. Print. HD 57.7 .L4315 2010
- Taylor, Janne, and Joseph Z. Pinczuk. *Financial management for nurse managers: merging the heart with the dollar*. 2nd ed. Sudbury, Mass.: Jones and Bartlett Publishers, 2010. Print.
- Walker, Wilson L.. *The NCO-ER leadership guide*. Manassas Park, Va.: Impact Publications, 2005. Print. UB323 .W35 2005

Many additional leadership titles are available in our EBSCO ebooks collection.

**Management:** The CRDAMC Medical Library offers many books to assist in your day to day management needs. Some representative titles are:

- Armes, Audrie, and Andrew Bernotas. *Defusing disruptive behavior: a workbook for health care leaders*.. Oakbrook Terrace, Ill.: Joint Commission Resources, 2007. Print. W 21 D362 2007
- Evans, James R.. *Total quality: management, organization and strategy*. 4th ed. Mason, Oio: Thomson/South-Western, 2005. Print. HD 22.15 D4 2005
- Flight, Myrtle. *Law, liability, and ethics for medical office professionals*. 5th ed. Clifton Park, NY: Delmar Cengage Learning, 2011. Print. W 32.5 F58 2011
- Graban, Mark. *Lean hospitals: improving quality, patient safety, and employee satisfaction*. Boca Raton: CRC Press, 2009. Print. WX 157 G727L 2009
- Harris, James L.. *Project planning and management: a guide for CNLs, DNP's, and nurse executives*. Sudbury, MA: Jones & Bartlett Learning, 2011. Print. WY 105 P9647 2011
- Hoppa, Mary J., and Hugh P. Greeley. *The top 40 medical staff policies and procedures: solutions from the Greeley Medical Staff Institute*. 4th ed. Marblehead, MA: Greeley HCPro/Medical Staff Institute, 2010. Print. WX 39 H798 2010
- Lower, Judith. *A practical guide to managing the multigenerational workforce: skills for nurse managers*. Marblehead, MA: HCPro, 2006. Print. WY 105 L917p 2006
- McConnell, Charles R.. *The effective health care supervisor*. 7th ed. Burlington, Mass.: Jones & Bartlett Learning, 2012. Print. WX 159 M478e 2012

Those doing academic work in the areas of leadership, management and administration will want to take advantage of our online resources. The EBSCO database *Health Business Elite* will be particularly valuable. There are hundreds of journals available through our databases. These include, but are not limited to:

- Academy of Health Care Management journal** (1559-7628)  
2006 to present in ProQuest Health & Medical Complete
- Harvard business review** (0017-8012)  
1922 to present in Health Business Elite database (EBSCO)
- Health facilities management** (0899-6210)  
1995 to present in Health Business Elite database (EBSCO)
- Health services management research : an official journal of the Association of University Programs in Health Administration** (0951-4848)  
2001 – 12 months ago (rolling 12 month embargo) in MEDLINE with Full Text (EBSCO)
- Hospital business week** (1552-9053)  
2005 to present in ProQuest Health & Medical Complete
- Journal of nursing administration** (0002-0443)  
1976 to present in Ovid

"My Library," accessible through AKO, also provides valuable resources for leadership and management. The Gale database *Business & Company Resource Center* is appropriate for undergraduate or graduate level academic work and the EBSCO database *Masterfile Premiere* includes such publications as Forbes, Money and the Wall Street Journal.

The resources listed are representative samples of what the CRDAMC library has to offer you in support of your administrative and managerial information needs. For more information visit your Medical Library.



# CRDAMC Simulation Center



MAY 2013

Simulation Medical Director  
254-286-7115

Director of Medical Education  
254-286-7115

CRDAMC Simulation Specialist  
254-618-8368

CRDAMC Simulation Center Administrator  
254-553-2070

## Family Medicine's On Call OSCE

The On Call Objective Structured Clinical Examination (OSCE) is a vital component of Family Medicine's Residency Program. Training residents to become Family Medicine physicians with the acumen to obtain patient history, assess medical conditions and demonstrate the ability to listen intently to patient is one of the program goals. Time management and proper admission procedures are also evaluated for this examination.

A combination of human patient simulators and patient actors are used in the following examination objectives:

- Cellulitis
- COPD
- Congestive Heart Failure
- Documentation in Essentris

Training in settings outside of your clinic provides an environment where you can minimize distractions.



Standardized patient is examined for Cellulitis .



SimMan Essential as a COPD patient .

**“Trained, Competent and Ready”**

# CRDAMC Simulation Center

MAY 2013

## Family Medicine's On Call OSCE

Your training objectives can be facilitated at the Simulation Center with prior planning. Equipment to assist you from large screen monitors, laptops, to tables and chairs are all accessible to users of the Simulation Center for training purposes.

Having flexibility and the ability to reproduce a realistic health care environment provides tools in which the trainer is capable of tailoring presentations to their students' learning objectives.

Contact the Simulation Center at 254-553-2070 for scheduling your next event.



Resident and Medical student examining CHF patient.



Instructor speaking for the patient during admissions.

**“Trained, Competent and Ready”**