



Transition Guide
for
*High-Reliability Healthcare:
Improving Patient Safety and Outcomes with Six Sigma*
Second Edition
March 2017

<u>Chapter No.</u>	<u>Chapter Title</u>	<u>Changes</u>
1	Patient Safety, High-Reliability Organizations, and Six Sigma (formerly Introduction)	Discussion of high-reliability organizations and Never Events.
2	Six Sigma	Updated Baldrige information. Discussion of The Balanced Scorecard Model.
3	Error Prevention	Minor updates. Workflow content removed and placed into Chapter 7.
4	Detecting and Visualizing Problems (formerly Chapter 5 Problem Detection)	Coverage of visualizing evidence with the help of spreadsheet charts including histograms and box-and-whiskers charts.
5	Problem Solving (formerly Chapter 4)	Updated Joint Commission information on Sentinel events.
6	Communications and Teams – NEW CHAPTER	Discusses communications using Six Sigma rules. Covers communications during patient handoffs, when working in teams, computer-to-computer communication, and doctor’s orders.
7	Workflow – NEW CHAPTER	Increased emphasis on Lean. Coverage of Goldratt’s Model, bottleneck traffic capacity analysis. Expanded discussion of foreseeable interruptions.
8	Computerization of Healthcare – NEW CHAPTER	Advice on technological change, including what senior managers need to consider when adopting new technology. Topics covered include: electronic patient records and data entry; big data; message overload; medical robots; wearables; and The Patient’s Advocate movement.
9	Change Management (formerly Chapter 6)	Minor updates.
10	Six Sigma Conclusion	Brief chapter. Conclusion pulled from Chapter 6 (Change Management) of the previous edition and updated.
11	Cases	New cases on traffic analysis with and without a queue
12	Bonus Cases	Workflow case set pulled from Chapter 7 (Cases) of the previous edition.