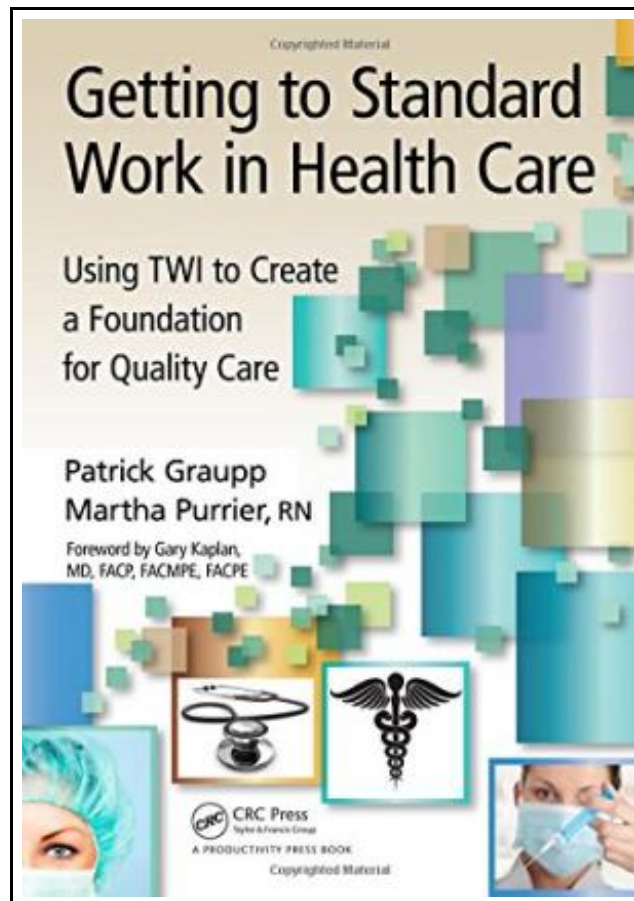


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Productivity Press, 2012. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: Martha and Patrick combined their years of experience in Patient Care and Training to look at how the Training Within Industry's Job Instruction program supports three critical needs at Virginia Mason Medical Center: engineering safety into patient care, more effective training for new caregivers and continually updating best practices for veteran employees to turn best practices into actual practices. In their own words: 'with our emphasis on improvement and the creation perfect care, we will show how the TWI method of Job Instruction is indispensable to the achievement of what needs to be done in healthcare today.' This breakthrough book is a must read for all healthcare providers. --Robert J. Wrona, Executive Director, TWI Institute; and Author of *The TWI Workbook: Essential Skills for Supervisors and Implementing TWI: Creating and Managing a Skills-Based Culture* The methods of Training Within Industry hold tremendous promise in transforming how we prepare our healthcare workforce to succeed in their work. Healthcare leaders demonstrate respect for people when systems are established that provide adequate and effective training for essential skills. The traditional methods of posting a memo or holding a brief in-service have not successfully demonstrated transference of knowledge and practice, leading to ongoing safety and quality issues for our patients. There is a rich difference between telling while showing vs. posting instructions as it relates to effectively changing the practice. Having served as a trainer utilizing the methods of TWI, there are added benefits of spending time on the gemba and understanding the barriers our staff encounter when attempting to do the right thing. The quality and quantity of information that came to us from simply being out and understanding their experience and conditions were invaluable. Every...



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