



Preparing for Continuous Quality Improvement for Healthcare: Sustainability through Functional Tree Structures

Reza Ziae, MBA, James S. Bologna

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This book provides a set of detailed instructions to help you construct your departmental, divisional, or organizational functional tree structure (FTS) and work towards world-class service. **Preparing for Continuous Quality Improvement for Healthcare: Sustainability through Functional Tree Structures** outlines a method that will enable your organization to set a stable base for future improvements that are sustainable and create breakthrough improvements in service, quality, and costs.

More importantly, the FTS method outlined in the book will provide you with the tools to build processes tailored to your customers' specifications and standards. It will enable you to improve your department, division, and entire organization and edge ahead of your competition.

The book explains why organizations steeped in process improvement need to re-evaluate and re-establish their procedures—especially if initial outcomes have not met expectations. Illustrating key concepts with examples, case studies, and flow charts, it provides you with a clear understanding of organizational functional structure and how to document current organizational and departmental functional tree structures.

Describing how to identify a department's functional deficits, shortcomings, and waste, it explains how to select the best course of action for your organization. After reading this book, you will be able to create a pictorial representation of your organization's current functional structure and select the best course of action for achieving sustainable advancements in service, quality, and costs.

The book will help to convert your managers from a people-management mentality to one of process management—transforming leaders to educators and not guards.



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