

# Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care

By Patrick Graupp, Martha Purrier

 Download

 Read Online

## Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care By Patrick Graupp, Martha Purrier

Addressing the challenges involved in achieving standard work in health care, **Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care** describes how to incorporate the most widely used Training Within Industry (TWI) method, the Job Instruction (JI) training module, to facilitate performance excellence and boost employee morale in a health care organization. It not only examines the JI methodology but also explains how this program is as vital and applicable in today's health care environment as it was when it was developed to train replacements of an industrial workforce off to fight in WWII.

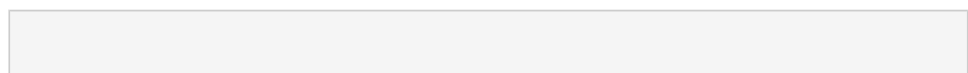
Placing this methodology squarely within the health care paradigm, the book uses easy-to-understand terminology to describe how this method can make all the difference in the delivery of quality health care. Supplying the foundation for successful Lean practice in health care, it clearly defines the role of standard work and training in relation to Lean health care.

The text includes case studies of current TWI usage in health care that demonstrate how to successfully roll out a sustainable Job Instruction initiative. Containing numerous examples of Job Instruction breakdowns in health care, the book provides you with the understanding of how to use this time-tested methodology to improve training, increase efficiency, and decrease strain in your organization.

### CRC Press Authors Speak

Patrick Graupp and Martha Purrier discuss their book. Watch Part 1

Watch Part 2



 [Download](#) Getting to Standard Work in Health Care: Using TWI ...pdf

 [Read Online](#) Getting to Standard Work in Health Care: Using T ...pdf

# Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care

*By Patrick Graupp, Martha Purrier*

**Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care** By Patrick Graupp, Martha Purrier

Addressing the challenges involved in achieving standard work in health care, **Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care** describes how to incorporate the most widely used Training Within Industry (TWI) method, the Job Instruction (JI) training module, to facilitate performance excellence and boost employee morale in a health care organization. It not only examines the JI methodology but also explains how this program is as vital and applicable in today's health care environment as it was when it was developed to train replacements of an industrial workforce off to fight in WWII.

Placing this methodology squarely within the health care paradigm, the book uses easy-to-understand terminology to describe how this method can make all the difference in the delivery of quality health care. Supplying the foundation for successful Lean practice in health care, it clearly defines the role of standard work and training in relation to Lean health care.

The text includes case studies of current TWI usage in health care that demonstrate how to successfully roll out a sustainable Job Instruction initiative. Containing numerous examples of Job Instruction breakdowns in health care, the book provides you with the understanding of how to use this time-tested methodology to improve training, increase efficiency, and decrease strain in your organization.

## **CRC Press Authors Speak**

Patrick Graupp and Martha Purrier discuss their book. Watch Part 1

Watch Part 2

**Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care** By Patrick Graupp, Martha Purrier **Bibliography**

- Sales Rank: #1093113 in Books
- Published on: 2012-08-27
- Original language: English
- Number of items: 1
- Dimensions: 9.75" h x 6.75" w x .50" l, .0 pounds
- Binding: Paperback
- 223 pages

 [Download Getting to Standard Work in Health Care: Using TWI ...pdf](#)

 [Read Online Getting to Standard Work in Health Care: Using T ...pdf](#)

## Download and Read Free Online Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care By Patrick Graupp, Martha Purrier

---

### Editorial Review

#### Review

*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 healthcare system should understand and utilize the methods of TWI.*

?Charleen Tachibana, RN, MN, Senior Vice President, Chief Nursing Officer, & Hospital Administrator, Virginia Mason Medical Center

#### About the Author

**Patrick Graupp** began his training career at the SANYO Electric Corporate Training Center in Kobe, Japan, after graduating with Highest Honors from Drexel University in 1980. There he learned to deliver TWI and other training to prepare employees for assignment outside of Japan. He was transferred to a compact disc fabrication plant in Indiana, where he obtained manufacturing experience before returning to Japan to lead SANYO's global training effort. Graupp earned an MBA from Boston University during this time and was later promoted to the head of Human Resources for SANYO North America Corp. in San Diego, California, where he settled.

Graupp delivered a pilot project in 2001 to reintroduce TWI in the United States. The positive results of the pilot project encouraged him to leave SANYO in 2002 to deliver the TWI program on a wider scale throughout the United States in the same manner as he was taught in Japan. He described in his book *The TWI Workbook: Essential Skills for Supervisors*, a Shingo Research and Professional Publication Prize Recipient for 2007. Working with the TWI Institute of Syracuse, New York, Graupp developed standardized

training manuals and materials to train and certify trainers on how to deliver the TWI modules as was done by the TWI Service during WWII. The TWI Institute has since trained hundreds of trainers across the United States and around the globe that led to his follow-up book, *Implementing TWI: Creating and Managing a Skills Based Culture*, that was published in October 2010.

**Martha Purrier** is a registered nurse with over 25 years of experience in the hospital setting. She earned a master's degree specializing in the clinical care of patients with cancer and in the training of nurses. During the past 12 years, she has worked at Virginia Mason Medical Center in Seattle, Washington, as the director of Inpatient Oncology and IV Services. Virginia Mason adopted Lean as a management methodology in 2001 and Purrier was certified in Rapid Process Improvement Workshops in 2006. During her work in IV therapy, the team won the Mary McClinton Patient Safety award for the application of Lean methods, which produced increased safety for patients receiving central lines. In 2008, Purrier was appointed to the Kaizen Fellowship Program. She currently works as the director of Virginia Mason's Kaizen Promotion Office and is applying TWI to health care instruction. She is a certified instructor of the TWI Job Instruction program.

## Users Review

### From reader reviews:

#### Frank Miller:

Have you spare time for any day? What do you do when you have a lot more or little spare time? That's why, you can choose the suitable activity for spend your time. Any person spent their particular spare time to take a go walking, shopping, or went to typically the Mall. How about open or perhaps read a book entitled Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care? Maybe it is to become best activity for you. You recognize beside you can spend your time using your favorite's book, you can cleverer than before. Do you agree with their opinion or you have other opinion?

#### Barbara Akins:

Beside this particular Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care in your phone, it could possibly give you a way to get nearer to the new knowledge or data. The information and the knowledge you are going to got here is fresh from your oven so don't always be worry if you feel like an older people live in narrow commune. It is good thing to have Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care because this book offers to you personally readable information. Do you often have book but you seldom get what it's about. Oh come on, that will not happen if you have this with your hand. The Enjoyable set up here cannot be questionable, similar to treasuring beautiful island. Techniques you still want to miss this? Find this book in addition to read it from currently!

#### David Shields:

That publication can make you to feel relax. This kind of book Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care was bright colored and of course has pictures around. As we know that book Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care has many kinds or style. Start from kids until teenagers. For example Naruto or Detective Conan you

can read and think that you are the character on there. So , not at all of book tend to be make you bored, any it makes you feel happy, fun and relax. Try to choose the best book for yourself and try to like reading which.

**Virginia Kang:**

A lot of reserve has printed but it differs from the others. You can get it by internet on social media. You can choose the most beneficial book for you, science, comedian, novel, or whatever through searching from it. It is named of book Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care. You can contribute your knowledge by it. Without causing the printed book, it could possibly add your knowledge and make an individual happier to read. It is most significant that, you must aware about reserve. It can bring you from one spot to other place.

**Download and Read Online Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care By Patrick Graupp, Martha Purrier #N263GR0M5A9**

## **Read Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care By Patrick Graupp, Martha Purrier for online ebook**

Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care By Patrick Graupp, Martha Purrier Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care By Patrick Graupp, Martha Purrier books to read online.

### **Online Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care By Patrick Graupp, Martha Purrier ebook PDF download**

**Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care By Patrick Graupp, Martha Purrier Doc**

**Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care By Patrick Graupp, Martha Purrier Mobipocket**

**Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care By Patrick Graupp, Martha Purrier EPub**