
Service Improvement Reading List

Books

The following books are available from the Francis Costello Library (location 9)

Bate, P. 2007. Bringing user experience to healthcare improvement: the concepts, methods and practices of experience-based design. WX 158.5 BAT

Bridges, W. 2017. Managing transitions. W 80 BRI

Gladwell, M. 2006. Blink. BF 448 GLA

Gladwell, M. 2001. Tipping point. HM 1011 GLA

Gladwell, M. 2009. Outliers. BF 637.S8 GLA

Goldratt, E. 2017. The goal. HD 58.9 GOL

Goleman, D. 1996. Emotional intelligence: why it can matter more than IQ. HD 57.7 GOL

Graban, M. 2012. Lean hospitals: improving quality, patient safety, and employee engagement. HF 1003 GRA

Greenhalgh, T. 2011. User involvement in health care. W 85 GRE

The Health Foundation. 2013. Quality improvement made simple: what everyone should know about health care quality improvement. WX 143 HEA

Kings Fund. 2012. Leadership and engagement for improvement in the NHS: together we can. WX 28 KIN

Langley, G. 2009. The improvement guide. HD 58.9 LAN

Markowitz, D. 2011 . A factory of one. HD 58.9 MAR

NHS Institute for Innovation and Improvement. 2005. Evaluating improvement. WX 150 NHS

NHS Institute for Innovation and Improvement. 2005. Matching capacity and demand. WX 150 NHS

Ovretveit, J. 2014. Evaluating improvement and implementation for health. WA 30 OVR

Panesar, SS. 2014. Patient safety and healthcare improvement at a glance. W 84 PAN

Ross, TK. 2014. Health care quality management: tools and applications. WX 153 ROS

The following books are available from Shrewsbury or Telford Health Libraries. To request these, please contact the library on ext. 4388 or by e-mail: library@rjah.nhs.uk

Carnegie, D. How to win friends and influence people. WLM 810 CAR (SHR)

Goleman, D. 2002. The new leaders: transforming the art of leadership into the science of results. WX 224.2 GOL (SHR)

NHS Institute for Innovation and Improvement. 2010. The handbook of quality and service improvement tools. WX 175 INS (SHR)

Plsek, P. 2014. Accelerating health care transformation with lean and innovation: the Virginia Mason experience. WX 212 PLS (SHR/TEL)

Roberts, M. 2012. Performance hubs: engaging teams in focused continuous improvement. WX 212 ROB (SHR)

Senge, P. 2006. The fifth discipline: the art and practice of the learning organization. WX 200 SEN (SHR/TEL)

Womack, J; Jones, T. 2003. Lean thinking: banish waste and create wealth in your corporation. WX 212.5 WOM (SHR)

Journals

A range of journals are available in the library in print and online. The following online journals are the most relevant:

British Journal of Healthcare Management 2006 -current

Harvard Business Review 1922-current

Health Service Journal 2007-current

Please note that you need an Athens account to access our online journals. To register or log in, go to: www.evidence.nhs.uk and click on the *journals and databases* link.