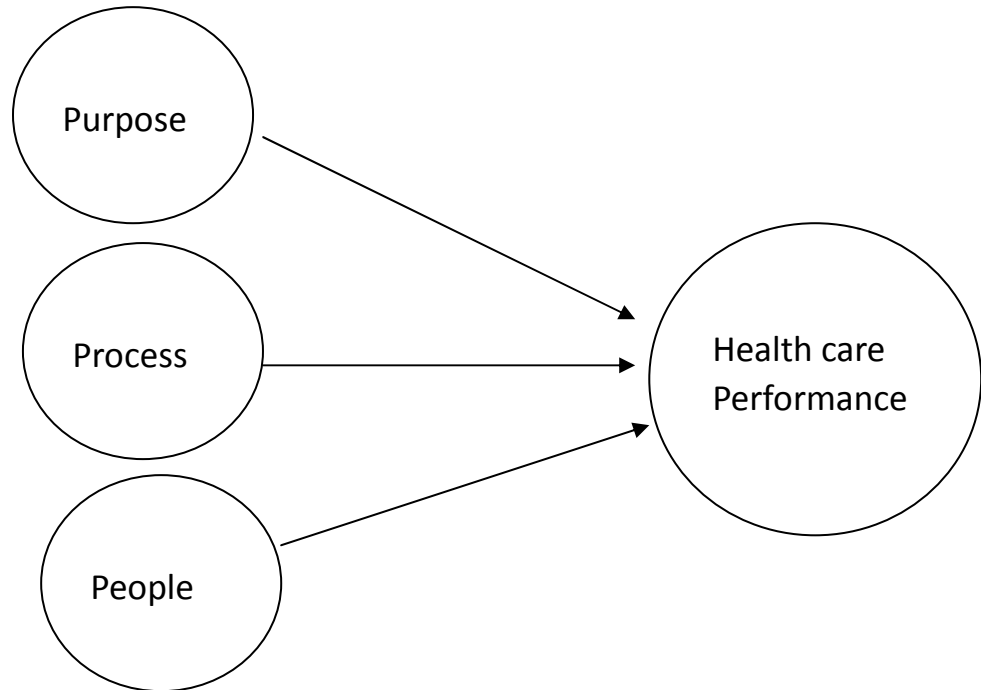


醫療服務品質

郭倉義



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主要架構	潛在變數
Purpose	Specify Value
Process	Value Stream
	Flow
	Pull
	Perfection
People	Leadership
	Culture
	Employee
	Education and Training
	Organizational changes

Lean Health care 問卷變數說明

Purpose		
	定義	參考文獻
Specify value	Determine what it is customers value (specifically, what they are prepared to pay for) in the product or service.	Womack and Jones, 1996
	Value can only be defined by the customer.	Womack and Jones, 2003
	Medical quality, accessibility, and comfort, treatment, respect and participation are of interest for specifying value from a patient's perspective.	Beata Kollberg, 2007
	原始問項	修訂問項
	I personally conduct regular reviews of quality performance on my product/service. (Womack and Jones, 1996)	我覺得公司資訊人員能針對不同部門的使用者給予不同的服務。