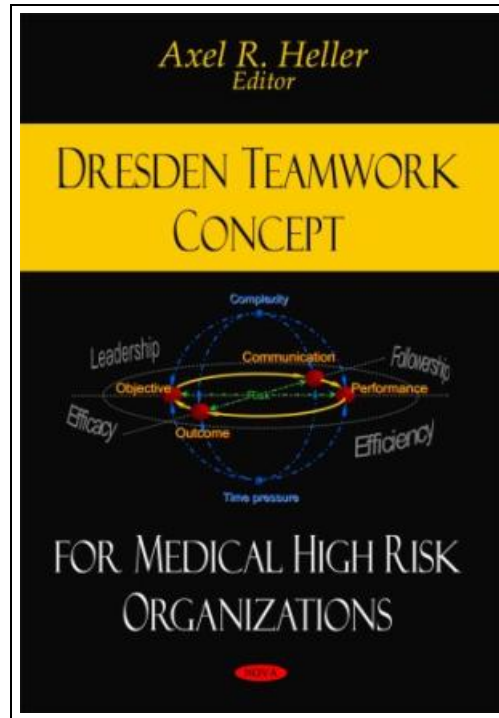


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Nova Science Publishers Inc. Hardback. Book Condition: new. BRAND NEW, Dresden Teamwork Concept: For Medical High Risk Organizations, Axel R. Heller, Besides its core competencies in excellent patient care, the university hospital in Dresden, Germany focuses on team and quality management. In our understanding, team management is one key success factor for hospitals in the future. Excellent nationally and internationally recognised projects and practice proven concepts will be presented by specialists in their fields. After discussing the strategic background and advantages of team oriented management from the hospital CEOs viewpoint, possibilities of aligning individual employee performance with strategic goals under the peculiarities of university hospitals are presented. The concept of shared mental models is then closely discussed on the background of cutting edge results in this field in a guest article by Piet van den Bossche (Dept. of Educational development and Educational Research, Maastricht University, The Netherlands). Fitting just into the latter empirical background, team concepts in Helicopter Emergency Medical Services are described, which rely on shared mental models of all team members. To achieve good Crew Resource Management the Dresden Six Step Approach of CRM improves team performance by introducing psychological know how into simulator based teaching, focusing on shared mental models and team effectiveness. The next chain link of patient safety is risk management representing a vital part of quality management in high risk medical organisations. In this regard, the design and implementation of a local Critical Incident Reporting System (CIRS) in Dresden is illustrated. Consequently the results of our CIRS are openly discussed as well as the changes in daily practice derived from its reports. The next step on the way to business excellence is the utilisation of closed quality management circuits, referring to the classical Deming cycle (plan- do- check-act). In this regard, we describe...

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