INTRODUCTION

Some experts believe in the achievability of what appears to be a radical proposal: Perfect healthcare (high-value, low-cost, and one with zero error rates). Moving Beyond Repair: Perfecting Health Care, edited by Dr. Karen Wolk Feinstein et al. is a book devoted to such proposition. The book suggests a framework that can dramatically change not only the healthcare delivery system of individual organizations but also have the entire US healthcare system transformed safely, efficiently, and effectively. Dr. Feinstein writes mainly from her inside knowledge and experience as President and Chief Executive Officer of the Jewish Healthcare Foundation and its two supporting organizations, the Pittsburg Regional Health Initiative (PRHI) and Healthcare Futures (HCF). Upon her appointment in 1990, she embarked on a strategy that completely transformed these two organizations. A leading voice in patient safety, healthcare quality, and workforce issues, Dr. Feinstein is widely regarded as a national leader in healthcare quality improvement. She has authored publications on quality and safety and has taught at Boston College, Carnegie Mellon University, and the University of Pittsburg. The book makes bold and ambitious claims that the objective of healthcare delivery should proceed from the current forty percent waste and abuse (i.e., 60% services add value) caused by errors, infections, unnecessary treatments and preventable complications to the point where all (100%) services add value. She believes that these can be achieved through the application of industrial engineering methods developed by W. Edwards Deming. These principles known as Lean manufacturing were initially applied at the Toyota Production System and have subsequently found wide application in other industries. The book contains details about PRHI implementation of key principles from Lean theory to develop its own process improvement process called Perfecting Patient