

## HELPING

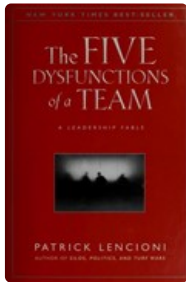


HOW TO OFFER, GIVE, AND RECEIVE HELP  
Understanding Effective Systems in One-to-One,  
Group, and Organizational Relationships  
EDGAR H. SCHEIN

### Helping: how to offer, give, and receive help

<https://iha.andornot.com/permalink/library22959>

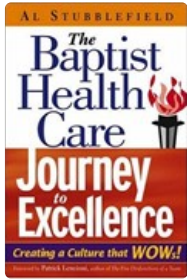
Author: [Schein, Edgar H](#)  
Place: San Francisco CA  
Publisher: Berrett-Koehler  
Pub Date: 2009  
Physical Description: xv, 167 p.  
Format: Book  
Subject: [Helping Behavior](#)  
[Interpersonal communication](#)  
Notes: "A BK business book".  
ISBN: 9781576758632  
Call No.: HM 1141 S319 2009  
Location: PRH Library  
Loan Policy: 21 days



### The five dysfunctions of a team: a leadership fable

<https://iha.andornot.com/permalink/library11376>

Author: [Lencioni, Patrick](#)  
Edition: 1st ed.  
Place: New York, NY  
Publisher: Jossey-Bass  
Pub Date: 2002  
Physical Description: ix, 230 p. : ill.  
Format: Book  
Subject: [Teams in the workplace](#)  
ISBN: 0787960756  
9780787960759 (cloth)  
Call No.: HD 66 L563 2002  
Location: PRH Library  
RIH Library  
Loan Policy: 21 days



## The Baptist health care journey to excellence: create a culture that WOWs

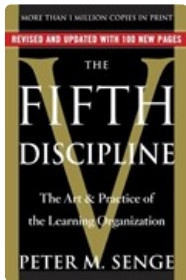
<https://iha.andornot.com/permalink/library11806>

Author: [Stubblefield, Al](#)  
Place: Hoboken NJ  
Publisher: John Wiley & Sons  
Pub Date: 2005  
Physical Description: xiv, 225 p.  
Format: Book  
Subject: [Hospital Administration](#)  
[Organizational Culture](#)  
[Leadership](#)

Abstract: Introduction : from ouch! to wow! -- In search of competitive advantage -- Committing to the mission -- Maintaining a balanced approach : pillars of operational excellence -- Fueling employee-driven culture change -- Engaging your workforce : communicate, communicate, communicate! -- Selecting the best employees -- Maximizing employee loyalty -- Celebrating successes through reward and recognition -- Maintaining quality through service teams -- Scripting for superior service -- Developing rounding and service recovery techniques -- Establishing ongoing leadership training -- Building a culture that holds employees accountable -- Beyond Baptist health care : other systems on the journey to wow! -- Appendix: What about the physicans?

Notes: KGH copy a Human Resources purchase Jan. 2006.  
Includes index.

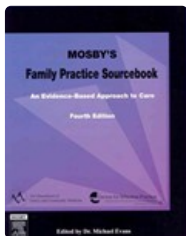
ISBN: 0471708909  
Call No.: WX 153 S929 2005  
Location: KGH Library  
PRH Library  
RIH Library  
Loan Policy: 21 days



## The fifth discipline: the art & practice of the learning organization

<https://iha.andornot.com/permalink/library13268>

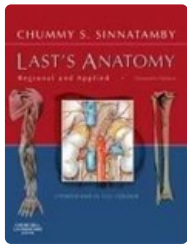
Author: [Senge, Peter M](#)  
Edition: Revised and updated  
Place: New York, NY  
Publisher: Currency Doubleday  
Pub Date: 2006  
Physical Description: xviii, 445 p. ; pbk.  
Format: Book  
Subject: [Efficiency, Organizational Teams in the workplace Leadership](#)  
Notes: Includes bibliographical references and index.  
ISBN: 0385517254  
Call No.: HD 58.9 S476 2006  
Location: PRH Library  
RIH Library  
Loan Policy: 21 days



## Mosby's family practice sourcebook: an evidence-based approach to care

<https://iha.andornot.com/permalink/library13312>

Author: [Evans, Michael, ed](#)  
Edition: 4th ed.  
Place: Toronto ON  
Publisher: Mosby Elsevier  
Pub Date: 2006  
Physical Description: xvi, 590 p.  
Format: Book  
Subject: [Family Practice Evidence-Based Medicine](#)  
Notes: Includes bibliographical references and index.  
ISBN: 9780779699063  
Call No.: WB 110 M894 2006  
Location: KGH Library  
PRH Library  
VJH Library  
Loan Policy: 21 days



## Last's anatomy : regional and applied

<https://iha.andornot.com/permalink/library13313>

Author: Last, R. J. (Raymond Jack)  
Sinnatamby, Chummy S.

Edition: 11th ed.

Place: New York NY

Publisher: Churchill Livingstone

Pub Date: 2006

Physical Description: xii, 568 p. : col. ill. ; pbk.

Format: Book

Subject: [Anatomy, Surgical and Topographical](#)  
[Anatomy, Regional](#)

Notes: Includes index.

ISBN: 9780443100338

Call No.: QS 4 L349 2006

Location: PRH Library

Loan Policy: 21 days

## Medical care of the dying

<https://iha.andornot.com/permalink/library13530>

Author: [Downing, G. Michael, ed](#)  
[Wainwright, Wendy, ed](#)

Corporate Author: [Victoria Hospice Society](#)

Edition: 4th ed.

Place: Victoria, BC

Publisher: Victoria Hospice Society, Learning Centre for Palliative Care

Pub Date: 2006

Physical Description: 686 p. : ill. (some col.)

Format: Book

Subject: [Hospice Care](#)  
[Terminal Care](#)  
[Palliative Care](#)

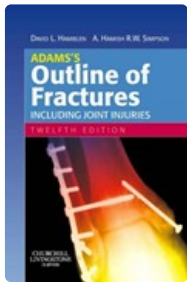
Notes: Includes bibliographical references and index.

ISBN: 0969504179

Call No.: WB 310 M489 2006

Location: KGH Library  
PRH Library  
RIH Library  
VJH Library  
KBH Library

Loan Policy: 21 days



## Adams's outline of fractures: including joint injuries

<https://iha.andornot.com/permalink/library13613>

Author: [Adams, John Crawford](#)  
[Hamblen, David L.](#)  
[Simpson, A. Hamish R. W](#)

Edition: 12th ed.

Place: New York NY

Publisher: Churchill Livingstone

Pub Date: 2007

Physical Description: vi, 328 p. ; ill. ; pbk.

Format: Book

Subject: [Fractures, Bone](#)  
[Joints](#)  
[UBC SMP](#)

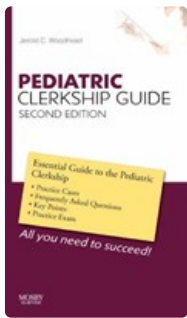
Notes: Includes bibliographical references and index.  
RIH Library c.2 only UBC SMP  
KBH copy is ordered/catalogued through UBC. WE180.A3 2007

ISBN: 9780443102974

Call No.: WE 180 A217 2007

Location: KGH Library  
PRH Library  
RIH Library  
VJH Library  
KBH Library

Loan Policy: 21 days



## Pediatric clerkship guide

<https://iha.andornot.com/permalink/library14124>

Author: [Woodhead, Jerold C., ed](#)

Edition: 2nd ed.

Place: Philadelphia PA

Publisher: Mosby Elsevier

Pub Date: 2008

Physical Description: xxi, 761 p. ; ill.

Format: Book

Subject: [Clinical Clerkship](#)  
[Pediatrics](#)  
[Case Reports](#)  
[Problems and Exercises](#)  
[UBC SMP](#)

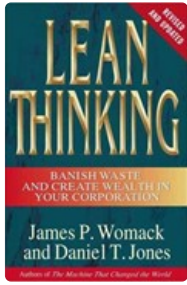
Notes: Rev. ed. of Pediatric clerkship guide edited by Jerold C. Woodhead c2003.  
Includes bibliographical references and index.  
KBH copy is ordered/catalogued through UBC.  
Noted missing KGH Library c.3: August 2020.

ISBN: 9780323043335

Call No.: WS 100 P371 2008

Location: KGH Library  
PRH Library  
RIH Library  
VJH Library  
KBH Library

Loan Policy: 21 days



## Lean thinking: banish waste and create wealth in your corporation

<https://iha.andornot.com/permalink/library14255>

Author: [Womack, James P.](#)  
[Jones, Daniel T](#)

Edition: Rev. and updated  
1st Free Press ed.

Place: New York NY

Publisher: Free Press

Pub Date: 2003

Physical Description: 396 p.

Format: Book

Subject: [Efficiency, Organizational](#)  
[Lean Thinking](#)  
[Industrial efficiency](#)

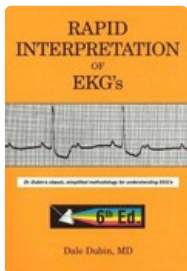
Notes: Includes bibliographical references and index.

ISBN: 9780743249270

Call No.: HD 58.9 W928 2003

Location: PRH Library  
RIH Library

Loan Policy: 21 days



## Rapid interpretation of EKG's: an interactive course

<https://iha.andornot.com/permalink/library18465>

Author: [Dubin, Dale](#)

Edition: 6th ed.

Place: Tampa FL

Publisher: COVER

Pub Date: 2000

Physical Description: 368 p. : ill (colour)

Format: Book

Subject: [Electrocardiography](#)  
[Heart Diseases](#)  
[UBC SMP](#)

ISBN: 0912912065

Call No.: WG 140 D814 2000

Location: KGH Library  
PRH Library  
RIH Library  
VJH Library  
KBH Library

Loan Policy: 21 days





## The Toyota way to healthcare excellence: increase efficiency and improve quality with Lean

<https://iha.andornot.com/permalink/library18480>

Author: [Black, John](#)  
[Miller, David](#)

Place: Chicago IL

Publisher: Health Administration

Pub Date: 2008

Physical Description: xiii, 255 p. : ill. ; pbk.

Format: Book

Subject: [Health Facility Administration](#)  
[Efficiency, Organizational](#)  
[Organizational Innovation](#)  
[Quality Assurance, Health Care](#)  
[Lean Thinking](#)

Series: ACHE management series

Notes: Includes bibliographical references and index.

ISBN: 9781567932935

Call No.: WX 150 B627 2008

Location: KGH Library  
PRH Library  
RIH Library

Loan Policy: 21 days



## Pediatric history and physical examination

<https://iha.andornot.com/permalink/library18694>

Author: [Albright, Elizabeth K](#)

Edition: 4th ed.

Place: Laguna Hills CA

Publisher: Current Clinical Strategies

Pub Date: 2003

Physical Description: 94 p. : ill.

Format: Book

Subject: [Physical Examination](#)  
[Infant](#)  
[Child](#)  
[UBC SMP](#)

Series: Current Clinical Strategies medical book

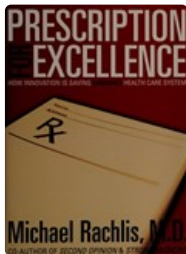
Notes: "Updated and Revised" -- front cover.  
Includes index.

ISBN: 9781881528920

Call No.: WS 141 A43 2003

Location: KGH Library  
PRH Library  
VJH Library

Loan Policy: 21 days



## Prescription for excellence: how innovation is saving Canada's health care system

<https://iha.andornot.com/permalink/library15646>

Author: [Rachlis, Michael](#)

Place: Toronto ON

Publisher: Harper Collins

Pub Date: 2004

Physical Description: xiv, 418 p. ; hard cover

Format: Book

Subject: [Health Care Reform](#)  
[Delivery of Health Care](#)

Notes: Includes bibliographical references and index.

ISBN: 0002006618

Call No.: WA 525 DC2 R119 2004

Location: PRH Library  
RIH Library

Loan Policy: 21 days



## Influencer: the power to change anything

<https://iha.andornot.com/permalink/library15782>

Author: [Patterson, Kerry](#)  
[Grenny, Joseph](#)  
[Maxfield, David](#)  
[McMillan, Ron](#)  
[Switzler, Al](#)

Place: New York NY

Publisher: McGraw-Hill

Pub Date: 2008

Physical Description: 299 p. ; hard cover

Format: Book

Subject: [Change \(Psychology\)](#)  
[Influence \(Psychology\)](#)

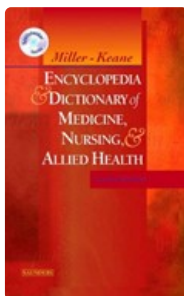
Notes: Includes bibliographical references and index.

ISBN: 9780071484992

Call No.: BF 774 I43 2008

Location: PRH Library  
RIH Library

Loan Policy: 21 days



## Miller-Keane encyclopedia & dictionary of medicine, nursing & allied health

<https://iha.andornot.com/permalink/library16211>

Author: [O'Toole, Marie, ed](#)

Edition: 7th ed., rev.

Place: Philadelphia PA

Publisher: Saunders

Pub Date: 2005

Physical Description: xxxi, 2272 p. : col. ill. + 1 CD-ROM

Format: Book  
CD-ROM

Subject: [Dictionary, Medical](#)  
[Nursing](#)  
[Medicine](#)

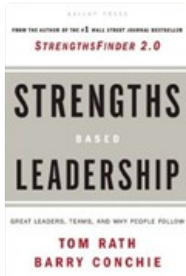
Notes: Revised reprint of 2003 ed.

ISBN: 9781416026044

Call No.: W 13 M64 2005

Location: PRH Library  
RIH Library

Loan Policy: 21 days



## Strengths based leadership: great leaders, teams and why people follow

<https://iha.andornot.com/permalink/library17445>

Author: [Rath, Tom](#)  
[Conchie, Barry](#)

Place: New York NY

Publisher: Gallup

Pub Date: 2008

Physical Description: 266 p.

Format: Book

Subject: [Leadership](#)

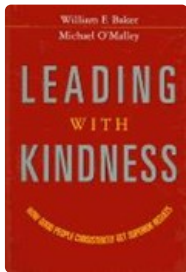
Notes: Includes bibliographical references.

ISBN: 9781595620255

Call No.: HD 57.7 R234 2008

Location: KGH Library  
PRH Library  
RIH Library  
KBH Library

Loan Policy: 21 days



## Leading with kindness: how good people consistently get superior results

<https://iha.andornot.com/permalink/library20869>

Author: [Baker, William F](#)  
[O'Malley, Michael](#)

Place: New York NY

Publisher: American Management Association

Pub Date: 2008

Physical Description: xvii, 237 p.

Format: Book

Subject: [Employee motivation](#)  
[Efficiency, Organizational](#)  
[Kindness](#)  
[Leadership](#)

Notes: Includes bibliographical references and index.

ISBN: 9780814401569

Call No.: HD 57.7 B167 2008

Location: PRH Library

Loan Policy: 21 days



## The physics of clinical MR taught through images

<https://iha.andornot.com/permalink/library20871>

Author: [Runge, Val M., ed](#)  
[Nitz, Wolfgang R., ed](#)  
[Schmeets, Stuart H., ed](#)

Edition: 2nd ed.

Place: New York NY

Publisher: Thieme Medical

Pub Date: 2009

Physical Description: xi, 232p. : ill.

Format: Book

Subject: [Magnetic Resonance Imaging](#)  
[Physics](#)

Notes: Includes index.

ISBN: 9781604061611

Call No.: WN 185 P578 2009

Location: PRH Library

Loan Policy: 21 days