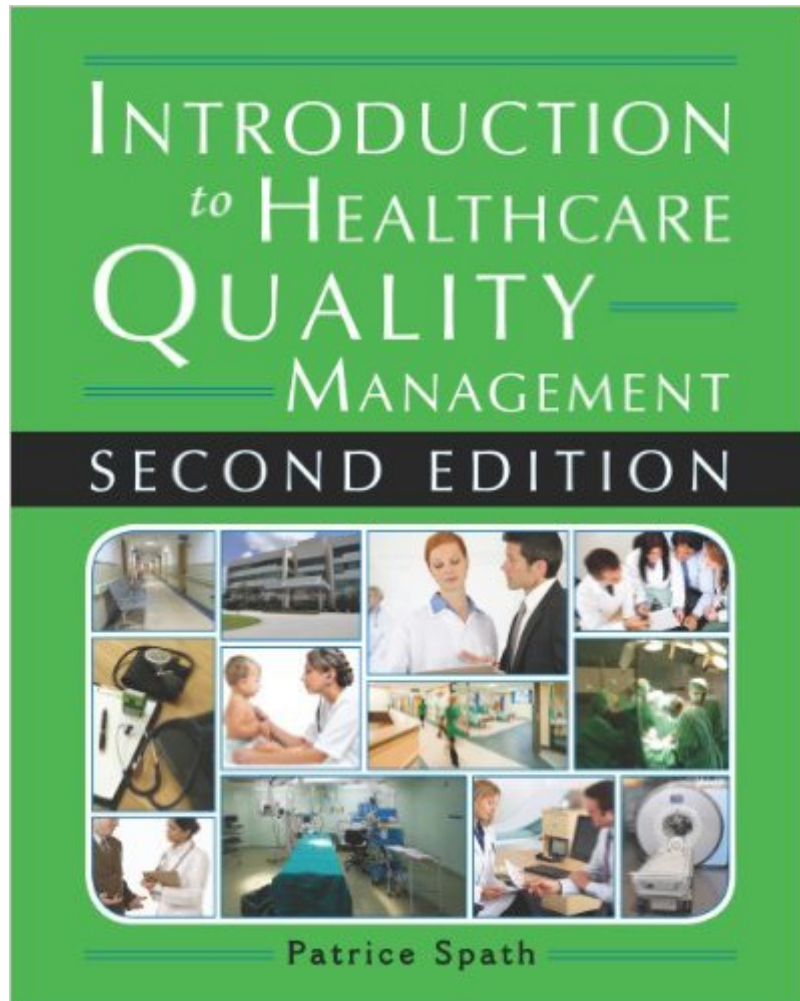


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# Introduction To Healthcare Quality Management, Second Edition



## Synopsis

Introduction to Healthcare Quality Management explains the basic principles and techniques of quality management in healthcare. This revised edition features a new chapter devoted to the use of high-reliability concepts that help organizations achieve safety, quality, and efficiency goals. This reader-friendly book, complete with helpful charts and diagrams, examines a range of topics, from measuring performance to creating high-quality services that result in satisfied customers. Practical examples and case studies apply quality concepts and tools to real-life situations. Each chapter contains a list of key words and defines important glossary terms to help you understand the vocabulary of healthcare quality management. As an added bonus to this edition, each chapter now includes an expanded list of websites that provides additional resources to customize and enhance your understanding of healthcare quality management. Key discussions include the following topics: Quality characteristics most important to healthcare stakeholders, including payers and consumers Regulatory mandates and accreditation standards that influence healthcare quality activities Proper techniques for gathering and effectively analyzing healthcare performance measurement data New technology-based services that improve the patient experience Key tactics and strategies that organizational leaders and improvement project teams must implement to accomplish quality goals Methods for redesigning healthcare processes to achieve more reliable performance Patient safety initiatives that reduce harmful medical errors Resource management activities that improve continuity of care and prevent service overuse and underuse Organizational factors that affect quality management and performance reliability

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Book is easy to understand, Vocabulary in in 2 locations in the chapters as well as located in the glossary.

A must read book for someone interested to learn about quality improvement in healthcare.

I love the author's style of bringing up a point. Comprehensive.

it's helping me for school, arrived in great conditions.

covers the spectrum of info on the subject

Great book thanks!

So excellent

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