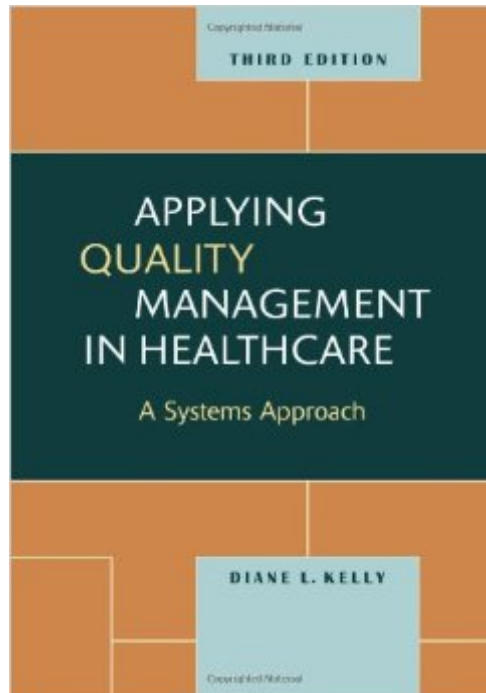


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# Applying Quality Management In Healthcare, Third Edition



## Synopsis

Quality management is a complex process, especially in healthcare. Managers in today's environment need more than just an understanding of the historical concepts of quality. They need to understand how to achieve quality within the structure and relationships of the complex system of a healthcare organization. In this new third edition, Kelly has enhanced the content to promote an understanding of systems thinking in health services organizations. While still providing readers with the foundational concepts of quality management, she instructs readers on the system implications of understanding stakeholders and the role of policy, establishing goals in complex systems, improving and managing process change, performance measurement, and teamwork. Readers learn how to think critically using new frameworks, approaches, and tools and are given real-life examples and case studies to practice these skills. This edition features new and enhanced material, including: Alternative assumptions to traditional quality management tools and techniques An expanded Practice Lab with which readers can exercise newly learned quality techniques A guide to using the CMS and Joint Commission quality indicators to improve systems of care Additional case studies and exercises designed to individualize applications in the student's own practice setting

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## Customer Reviews

I purchased this book for a class, and I must say it is one of the most useful textbook purchases I

have ever made. It is written in a straightforward manner that effectively explains a variety of concepts useful for thinking about quality improvement. It is also extremely easy to read due to thoughtful use of examples to explain otherwise abstract concepts as well as an excellent layout. I would recommend this both as an adjunct to a class and as a good read for someone interested in quality improvement who is not taking a class.

I think the author likes to hear themselves talk. Some stories make good points while other parts just seem to use big words to cover up the lack of content.

This book is very helpful and informative. I would recommend it to all that are in need of understanding application of management.

Not bad. It goes over all the basic concepts, but explanations are sometimes more cumbersome than reader-friendly.

This text was purchased for a course requirement. I found it somewhat difficult to read and comprehend. But, if you need it, you have to have it. It did what the course required.

This textbook has been very useful in my Healthcare Risk and Quality management class.

Textbook for public administration course. Easy reading, case studies to work from.

Great book, easy to follow and understand. I like this writer's style and format.

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