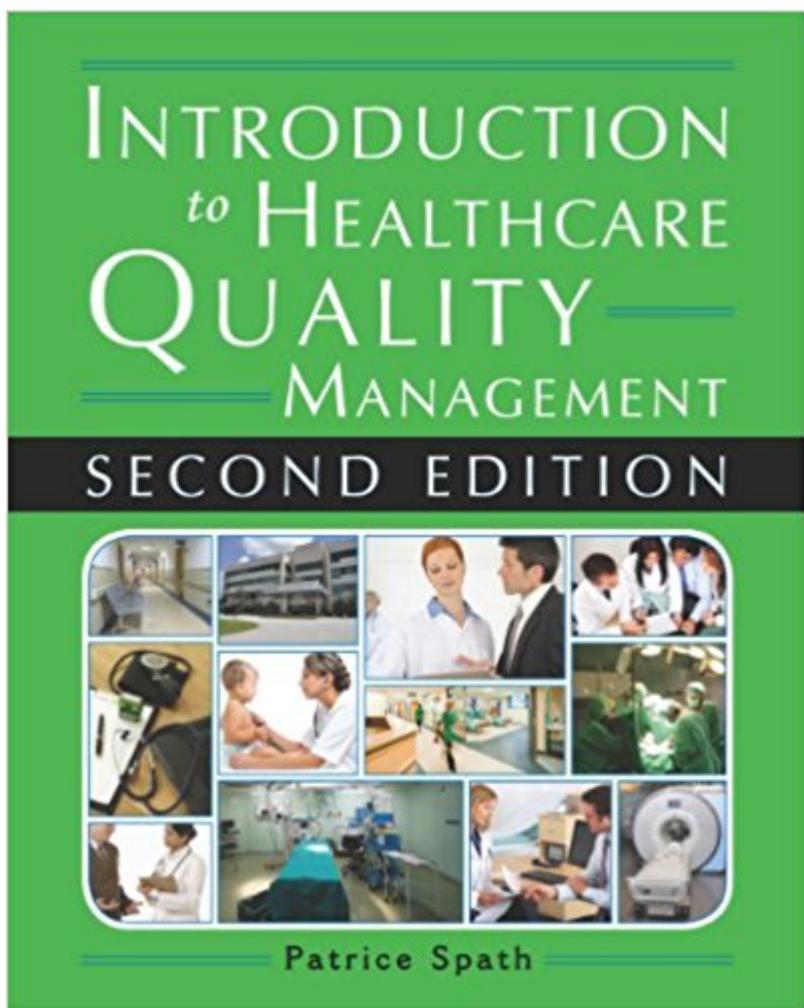


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# Introduction To Healthcare Quality Management, Second Edition



## **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

## **Book Information**

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## Customer Reviews

Patrice L. Spath, RHIT, is a health information management professional with broad experience in healthcare quality and safety improvement. She is president of Brown-Spath & Associates, a healthcare publishing and training company. During the past 25 years, Spath has presented more than 350 educational programs on healthcare quality management topics. Spath is an adjunct assistant professor in the Department of Health Services Administration at the University of Alabama, Birmingham.

good reference book

Almost every single page had a highlighter on it. Very messy

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

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Yes

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