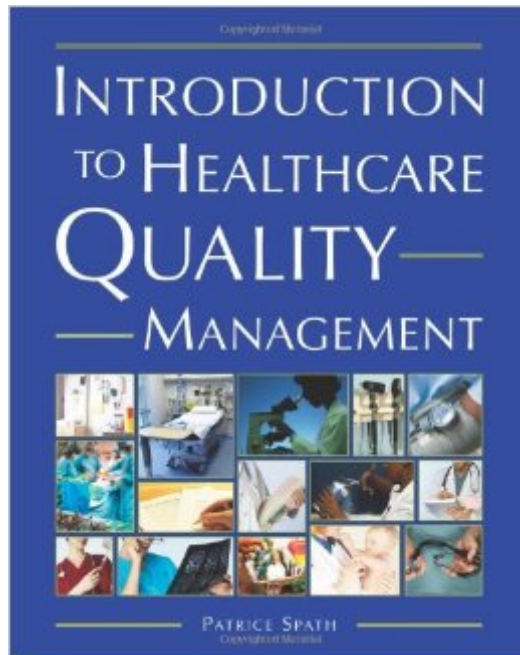


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# Introduction To Healthcare Quality Management



## Synopsis

Introduction to Healthcare Quality Management explains the basic principles and techniques of quality management in healthcare. In non-technical language, this book describes methods of measuring, assessing, and improving healthcare services. It is packed with practical examples and case studies that apply quality concepts and tools to real-life situations. Each chapter contains a list of key words and a glossary to help you understand the vocabulary of healthcare quality management. You will learn:

- Attributes of quality most important to healthcare stakeholders, including purchasers and consumers
- Legislative mandates, regulatory agencies, and accreditation groups that influence healthcare quality activities
- How to use common quantitative and qualitative process improvement tools
- How to collect and analyze data to identify improvement priorities
- Patient safety and risk management activities that reduce medical errors
- Resource management initiatives that balance quality patient care and costs
- Organizational factors that influence the quality process

## Book Information

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## Customer Reviews

The book was definitely an introduction into healthcare management. I would recommend this to anyone who wants to learn the basics. It was worth the money, not too expensive. The book came to me in excellent condition and I was able to sell it back as well.

This book was required as a part of my degree for Health Care Administration course. It provided

me with the needed information necessary for me to pass the course and graduate.

This is a required text; not for pleasure reading, but it seems pretty readable and has good information. I can comment better after taking the class.

have incorporated into curriculum

A+

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