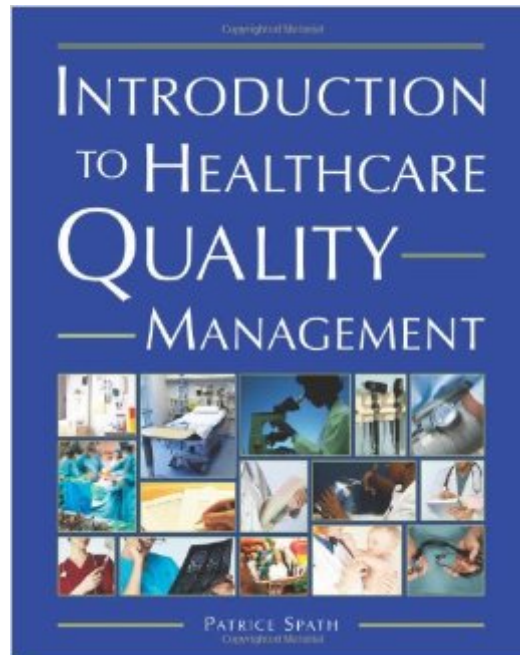


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# Introduction To Healthcare Quality Management



## 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

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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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