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Introduction to Healthcare Quality Management, Second Edition

Patrice L. Spath

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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:

Organizational factors that affect quality management and performance reliability

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