Introduction to Healthcare Quality Management, Second Edition
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Introduction to Healthcare Quality Management, Second Edition, explains the basic principles and techniques of quality management in healthcare. This second edition features a new chapter devoted exclusively to the use of high-reliability concepts that help organizations achieve safety, quality, and efficiency goals.

In this easy-to-read book, complete with helpful charts and diagrams, your students will examine a range of topics, from measuring performance to creating high-quality services that result in satisfied customers. The book 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 students understand the vocabulary of healthcare quality management. As an added bonus to this edition, each chapter includes an expanded list of websites to find additional resources to customize and enhance your education.

WHAT’S NEW IN THIS EDITION

The second edition features:

- Updated references, examples, student activities, and websites throughout the textbook.
- A new section that introduces the concept of reliability as another important dimension of quality.
- Expanded discussions of patient experience measures and increased focus on measuring patient-centered care and how e-measures are changing the way performance data are gathered.
- A new chapter that covers the use of human factors engineering concepts and reliability science to improve performance.
CHAPTER BREAKDOWN

Chapter 1: Focus on Quality
New: Introduces the concept of reliability as another important dimension of quality.
Updated references, examples, student activities, and websites.

Chapter 2: Quality Management Building Blocks
New: Introduces the concept of high reliability organizations and the importance of using high reliability concepts to help achieve better performance.
Updated references, examples, student activities, and websites.

Chapter 3: Measuring Performance
New: (1) Expanded discussion of patient experience measures and increased focus on measuring patient-centered care (2) how e-measures are changing the way performance data are gathered.
Updated references, examples, student activities, and websites.

Chapter 4: Evaluating Performance
Updated references, examples, student activities, and websites.

Chapter 5: Continuous Improvement
Updated references, examples, student activities, and websites.

Chapter 6: Performance Improvement Tools
Updated references, examples, student activities, and websites.

Chapter 7: Improvement Project Teams
Updated references, examples, student activities, and websites.

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Chapter 8: Improving Patient Safety

Updated references, examples, student activities, and websites.

Chapter 9: Achieving Reliable Quality and Safety—New Chapter

New chapter covers the use of human factors engineering concepts and reliability science to improve performance. Key concepts covered in this new chapter:

- role of human factors engineering and reliability science in improvement of healthcare services
- importance of reliability in delivery of healthcare services
- how process reliability is measured and managed
- why the usual actions aimed at improving performance may not be successful
- strategies for improving reliability of healthcare processes that address the needs of individuals doing the work and the way work gets done
- four main steps for reaching 95% percent or better process reliability
- measuring action plan effectiveness and sustaining the performance gains

Chapter 10: Managing the Use of Healthcare Resources

Updated references, examples, student activities, and websites.

Chapter 11: Organizing for Quality

Updated references, examples, student activities, and websites.

INSTRUCTOR RESOURCES

For certified instructors: The following teaching aids are **ONLY** available to instructors:

- Test bank
- PowerPoint slides
- Answers to in-book discussion questions

For access, please e-mail hapbooks@ache.org and include your course, university, and department names as well as a phone number we can call to verify your employment as an instructor.

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