



# Introduction to Healthcare Quality Management

*Patrice Spath*

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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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