The Quality Improvement Handbook

Quality Management System Handbook for Product Development Companies describes a systematic approach for quality management and continuous improvement via a formal management system. The approach centers on a high-level process for defining a QMS from essential prerequisites to improvement mechanisms. The book outlines the five major QMS
This valuable new book provides quality improvement teams, and their leaders, with a comprehensive set of tools and techniques to solve problems and improve processes in their organizations. The book offers experienced teams instruction on more advanced, less frequently used tools as well as provides detailed guidelines on the basic tools for newly formed teams. The seven quality tools, seven management tools, and an additional 20 tools and techniques have also been incorporated into this title. Both the service and manufacturing industries and environments will find the applications useful. Each tool and technique includes sections that describe the tool, key points in using it, typical applications, an example, and steps in using the tool.
The essential healthcare guide to doing more with existing resources The healthcare industry faces foundational challenges to how it sustains itself. As the gap between cost and revenue continues to widen, and as cost-effectiveness remains an elusive imperative, the question persists: how can healthcare organizations do more with the same resources? The Hospital and Clinic Improvement Handbook is a practical guide to how operations management -- in particular Lean and the Theory of Constraints (TOC) -- can rapidly advance value and performance in any healthcare organization. Utilizing a systems approach that will be relevant for healthcare managers and executives, it unpacks and demystifies concepts such as performance measures, operations, quality, cost accounting, pricing, and value enhancement, all as they relate to eliminating waste and non-value-adding activities. Enriched with dozens of examples and building on the authors' experience teaching and refining these concepts for healthcare, this text is an essential guide for executives and managers across the industry.
This pocket guide is designed to be a quick, on-the-job reference for anyone interested in making their workplace more effective and efficient. It will provide a solid initial overview of what “quality” is and how it could impact you and your organization. Use it to compare how you and your organization are doing things, and to see whether what’s described in the guide might be useful. The tools of quality described herein are universal. People across the world need to find better, more effective ways to improve the creation and performance of products and services. Since organizational and process improvement is increasingly integrated into all areas of an organization, everyone must understand the basic principles of process control and process improvement. This succinct and concentrated guide can help. Unlike any other pocket guide on the market, included throughout are direct links to numerous free online resources that not only go deeper but also to show these concepts and tools in action: case studies, articles, webcasts, templates, tutorials, examples from the ASQ Service Division’s Service Quality Body of Knowledge (SQBOK), and much more. This pocket guide serves as a gateway into the wealth of peerless content that ASQ offers.
Outlines and Highlights for the Quality Improvement Handbook
Risk Management and Quality Improvement Handbook
The ASQ Quality Improvement Pocket Guide
The Improvement Guide
A Practical Approach to Enhancing Organizational Performance
Concise, portable, and user-friendly, The Washington Manual® of Patient Safety and Quality Improvement covers essential information in every area of this complex field. With a focus on improving systems and processes, preventing errors, and promoting transparency, this practical reference provides an overview of PS/QI fundamentals, as well as insight into how these princip apply to a variety of clinical settings. Part of the popular Washington Manual® series, this unique volume provides the knowledge and skills necessary for an effective, proactive approach to patient safety and quality improvement.
This new edition of this bestselling guide offers an integrated approach to process improvement that delivers quick and substantial results in quality and productivity in diverse settings. The authors explore their Model for Improvement that worked with international improvement efforts at multinational companies as well as in different industries such as healthcare and public agencies. This edition includes new information that shows how to accelerate improvement by spreading changes across multiple sites. The book presents a practical tool kit of ideas, examples, and applications.
Howes, MPH, CIP, Jennifer Hutchinson, CIP, CPIA, Cynthia Monahan, MBA, CIP, Eunice Newbert, MPH, Sarah A. White, MPH, CIP, Elizabeth Witte, MFA
The concept of process monitoring and improvement applies to any type of industry: automotive, textiles, food, pharmaceuticals, biologics, medical devices, electronics, aerospace, banking, educational institutions, service providers, and so on. The focus of this book is to identify and apply different process monitoring and improvement tools in any organization. This book is aime engineers, scientists, analysts, technicians, managers, supervisors, and all other professionals responsible to measure and improve the quality of their processes. Many times, these professionals do not have a formal education on the use of these tools but learn about them throughout the different improvement projects in which they are involved in their work environment. This intended to fill the gap between the lack of formal education in the tools and the need to implement those tools in an improvement project. The book can also be used as a refresher course for those professionals who did learn about these tools as part of their educational background.
The Quality Improvement Handbook: Team Guide To Tolls And Techniques
The ASQ Certified Manager of Quality/Operational Excellence Handbook, Fifth Edition
The Lean Management Systems Handbook
The Quality Improvement Handbook, Second Edition
Resident’s Handbook of Medical Quality and Safety
Use these ten secrets from the quality experts to improve your healthcare organization and succeed in your next quality project! Ten secrets, six experts, and over 50 years of combined healthcare quality improvement experience means zero problems for you and your team. If 99.9% correct were ok in high-stakes fields, it would be fine if a plane crash happened just about every day at a busy airport like Boston's Logan, Philadelphia International, or Tampa International Airport. After all, people would say, 99.9% is good enough, right? In fact, 99.9% error-free is not ok in Healthcare. And in Ten Secrets, national quality experts including Malcom Baldrige Award reviewers, Lean Six Sigma Master Black Belts, and practicing healthcare providers share key, high-level information to help get you and your team beyond routine levels of performance...because the patients are worth it. Recent Reviews of Ten Secrets: A Healthcare Quality Improvement Handbook "Wow. Ten Secrets really clued our team in about issues we'd never considered in healthcare quality." --Michelle Silverman, CMO "This is a small book, but a mighty one. Each of the Ten Secrets really made us reconsider what we are doing and it did so for the better." --Steven Gillespie, Chief of Surgery "I've been working in healthcare process improvement for five years, and Ten Secrets picks up on many of the issues I've seen and offers great advice about how to be successful in improving healthcare." --Matthew Hinsman, Director of Operational Excellence "Secret Five hits the nail on the head. I wish I'd read that one four years ago." --Linda Hinder, Director of Respiratory Therapy "Ten Secrets is the title, but it really hits on many more important concepts than just ten. This little book delivers much more valuable info than simply ten tools and tips."--Robert Houseman, Director of Nursing Quality ??? Learn from the pros What do two Malcolm Baldrige Award reviewers, three healthcare operations specialists, two Healthcare Lean Six Sigma Master Black Belts, and three practicing clinicians all have in common? They want to share some of their knowledge about healthcare quality improvement with you! In Ten Secrets, the team of experts shares key, high level information about quality improvement in the field. Use their knowledge and experience to improve your odds of success with your next healthcare quality improvement project or healthcare quality system deployment! ??? Review the tools, tips, and techniques Ten Secrets shares specific key points to help you improve your quality efforts no matter which quality tools you're using. Whether your organization uses Lean, Six Sigma, TQM, Baldrige Excellence framework, or any of the well-known tools of quality improvement, Ten Secrets gives you techniques to be more successful than ever as you work to improve healthcare quality. ??? Use these keys to success Let Ten Secrets share keys to success learned by the author team over more than a combined 50 years working in healthcare quality. Ten Secrets shares high level keys to success that empower you and your team to achieve in the pursuit of quality. Imagine leading your team to more success in improving quality than ever before as you use the information from the Ten Secrets team! Scroll up and grab a copy of Ten Secrets today to improve care for your patients and to make your next healthcare quality improvement project a success!
This handbook is a comprehensive reference designed to help professionals address organizational issues from the application of the basic principles of management to the development of strategies needed to deal with today’s technological and societal concerns. The fifth edition of the ASQ Certified Manager of Quality/Organizational Excellence Handbook (CMQ/OE) has undergone some significant content changes in order to provide more clarity regarding the items in the body of knowledge (BoK). Examples have been updated to reflect more current perspectives, and new topics introduced in the most recent BoK are included as well. This handbook addresses: • Historical perspectives relating to the continued improvement of specific aspects of quality management • Key principles, concepts, and terminology • Benefits associated with the application of key concepts and quality management principles • Best practices describing recognized approaches for good quality management • Barriers to success, common problems you may encounter, and reasons why some quality initiatives fail • Guidance for preparation to take the CMQ/OE examination A well-organized reference, this handbook will certainly help individuals prepare for the ASQ CMQ/OE exam. It also serves as a practical, day-to-day guide for any professional facing various quality management challenges.
Medical and health activities can greatly benefit from the effective use of health informatics. By capturing, processing, and disseminating information to the correct systems and processes, decision-making can be more successful and quality care and patient safety would see significant improvements. The Handbook of Research on Patient Safety and Quality Care through Health Informatics highlights current research and trends from both professionals and researchers on health informatics as applied to the needs of patient safety and quality care. Bringing together theory and practical approaches for patient needs, this book is essential for educators and trainers at multiple experience levels in the fields of medicine and medical informatics.
Intro / prep handbook on basics of the quality field / its philosophies for ASQE’s CQIA (Certified Quality Improvement Associate) certification exam.
The Quality Handbook for Health Care Organizations
The Hospital and Clinic Improvement Handbook
Quality Assurance and Quality Improvement Handbook for Human Research
Basic History, Concepts, Tools, and Relationships
Handbook of Total Quality Management
More and more often, health care organizations are being accredited on their ability to provide continuously improving quality care. For all health care professionals concerned with implementing quality improvement programs, this handbook provides an exceptionally practical, step-by-step approach to the entire improvement process. The authors include useful tips for organizing teams and helping them thrive within a health care setting.
Quality issues are occupying an increasingly prominent position in today's global business market, with firms seeking to compete on an international level on both price and quality. Consumers are demanding higher quality standards from manufacturers and service providers, while virtually all industrialized nations have instituted quality programs to help indigenous corporations. A proliferation in nation-wide and regional quality awards such as the Baldridge award and certification to ISO 9000 series are making corporations world-wide quality-conscious and eager to implement programs of continuous improvement. To achieve competitiveness, quality practice is a necessity and this book offers an exposition of how quality can be attained. The Handbook of Total Quality Management: Explores in separate chapters new topics such as re-engineering, concurrent engineering, ISO standards, QFD, the Internet, the environment, advanced manufacturing technology and benchmarking Discusses the views of leading quality practitioners such as Derning, Juran, Ishikawa, Crosby and Taguchi throughout the book Considers important strategies for quality improvement, including initiation and performance evaluation through auditing, re-engineering, and process and design innovations. With contributions from 47 authors in 13 different countries, the Handbook of Total Quality Management is invaluable as a reference guide for anyone involved with quality management and deployment, including consultants, practitioners and engineers in the professional sector, and students and lecturers of information systems, management and industrial engineering.
ASQ’s Certified Quality Improvement Associate (CQIA) certification is designed to introduce the basics of quality to organizations and individuals not currently working within the field of quality. This book and the Body of Knowledge (BOK) it supports are intended to form a foundation for further study and application of proven quality principles and practices worldwide. The book follows the CQIA BoK in both content and sequence. The intent is that this book will serve as a guide to be used in preparation to take the CQIA examination given by ASQ. Each chapter stands alone, and the chapters may be read in any order. Some material reaching beyond the content of the BoK has been added. Supplemental reading suggestions are provided. An online, interactive sample exam and a paper-and-pencil sample can be found on the ASQ website (http://asq.org/cert/quality-improvement-associate/prepare).
The definitive guide to organizational excellence--completely updated Fully revised for the latest American Society for Quality (ASQ) Certified Manager of Quality/Organizational Excellence (CMQ/QE) Body of Knowledge, The Handbook for Quality Management: A Complete Guide to Operational Excellence, Second Edition offers in-depth guidance on effectively applying the principles of quality management in today's business environment and delivering superior results. Designed to help you prepare for and pass the ASQ CMQ/QE exam, this authoritative volume also serves as an essential on-the-job reference. Coverage includes: Business-integrated quality systems Organizational structures The quality function Approaches to quality Customer-focused organizations Integrated planning Strategic planning Understanding customer expectations and needs Benchmarking Organizational assessment Process control Quantifying process variation Quality audits Supply chain management Continuous improvement Effective change management Six Sigma methodology, including detailed descriptions of the DMAIC and DMADV approaches Management of human resources Motivation theories and principles Management styles Resource requirements to manage the quality function Over the past 40 years, the quality management discipline has undergone steady evolution from disparate quality assurance efforts to strategic, business-integrated functions. Today's quality manager must be able to plan and implement measurable, cost-effective process-improvement initiatives across the organization. Written by two of the foremost authorities on the subject and fully updated for the latest American Society for Quality (ASQ) Certified Manager of Quality/Organizational Excellence (CMQ/OE) Body of Knowledge, The Handbook for Quality Management, Second Edition provides an operational guide to the proper understanding and application of quality management in the current business environment. It serves as a primary reference source for an organization's quality program and for anyone seeking to pass the CMQ/OE exam, given by the ASQ. The Handbook for Quality Management: A Complete Guide to Operational Excellence, Second Edition: Clearly defines quality management principles and their application within a cross section of industries Integrates the application of Theory of Constraints, Six Sigma, and Lean thinking into the Quality Management discipline Contains detailed methods for planning, including customer needs recognition, benchmarking, and organizational assessments Discusses controls such as statistical process control, audits, and supply chain management Explains the stages of continuous improvement Incorporates classic motivation theory with more current management practices advocated by Joiner, Senge, and Deming, among others Features simulated and past exam questions to help you study for the ASQ CMQ/OE exam with answers that can be found at www.mhprofessional.com/HQM2
Pocket Guide to Quality Improvement in Healthcare
A Manager's Guide to Tools and Programs
Juran's Quality Handbook
A New Health System for the 21st Century
Everyone's Problem Solving Handbook
This valuable new book provides quality improvement teams, and their leaders, with a comprehensive set of tools and techniques to solve problems and improve processes in their organizations. The book offers experienced teams instruction on more advanced, less frequently used tools as well as provides detailed guidelines on the basic tools for newly formed teams.The seven quality tools, seven management tools, and an additional 20 tools and techniques have also been incorporated into this title. Both the service and manufacturing industries and environments will find the applications useful. Each tool and technique includes sections that describe the tool, key points in using it, typical applications, an example, and steps in using the tool.
The Quality Handbook for Health Care Organizations This important book is a practical, theory-based resource on the topic of health care quality management written for health care administrators and practitioners. It offers the tools needed to help managers make decisions, prioritize resources (financial and human), and analyze and improve the care they deliver. The Handbook offers a hands-on approach to specific topics such as the implementation of managerial goals, instructions for developing accurate measurements for evaluating care, the utilization of data as a basis for process improvement, exploration of quality management tools and techniques, guidelines for the complex integration of collaborative services in health care, and methods for effective communication and improving accountability. In addition, the book is filled with illustrative examples of methods for ensuring appropriate oversight of clinical and quality activities, offers solutions for addressing and preventing adverse events, and explores the important people-to-people interactions that ultimately define excellence in medical care. Praise for The Quality Handbook for Health Care Organizations "The Quality Handbook for Health Care Organizations offers students of health care policy and management a unique opportunity to learn firsthand from one of the nation ’ s leading experts in health care quality. Dr. Dlugacz ’ s passion for promoting the highest ideals of quality in health care should inspire future generations of health care professionals." –Alan M. Leiken, chair, Department of Health Care Policy and Management, School of Health Care Policy and Management, School of Health Technology and Management, Health Sciences Center, State University of New York at Stony Brook "This outstanding book combines both the quantitative aspects of data collection and analysis with the critical human behaviors that make up a health care institution ’ s culture. Only when these two factors combine do true ‘ quality ’ decisions and patient care result." –Stuart R. Levine, author, The Six Fundamentals of Success "The Quality Handbook reflects the authors ’ combination of technical know-how, years of experience, and the enthusiasm for the complex challenge of their work." –Margaret E. O ’ Kane, president, National Committee of Quality Assurance
This text will act as a quick quality improvement reference and resource for every role within the healthcare system including physicians, nurses, support staff, security, fellows, residents, therapists, managers, directors, chiefs, and board members. It aims to provide a broad overview of quality improvement concepts and how they can be immediately pertinent to one's role. The editors have used a tiered approach, outlining what each role needs to lead a QI project, participate as a team member, set goals and identify resources to drive improvements in care delivery. Each section of the book targets a specific group within the healthcare organization. Pocket Guide to Quality Improvement in Healthcare will guide the individual, as well as the organization to fully engage all staff in QI, creating a safety culture, and ultimately strengthening care delivery.
Publisher's Note: Products purchased from Third Party sellers are not guaranteed by the publisher for quality, authenticity, or access to any online entitlements included with the product.The definitive guide to organizational excellence--completely updated Fully revised for the latest American Society for Quality (ASQ) Certified Manager of Quality/Organizational Excellence (CMQ/QE) Body of Knowledge, The Handbook for Quality Management: A Complete Guide to Operational Excellence, Second Edition offers in-depth guidance oneffectively applying the principles of quality management in today's business environment and delivering superior results. Designed to help you prepare for and pass the ASQ CMQ/QE exam, this authoritative volume also serves as an essential on-the-job reference. Coverage includes: Business-integrated quality systems Organizational structures The quality function Approaches to quality Customer-focused organizations Integrated planning Strategic planning Understanding customer expectations and needs Benchmarking Organizational assessment Process control Quantifying process variation Quality audits Supply chain management Continuous improvement Effective change management Six Sigma methodology, including detailed descriptions of the DMAIC and DMADV approaches Management of human resources Motivation theories and principles Management styles Resource requirements to manage the quality function Over the past 40 years, the quality managementdiscipline has undergone steady evolution from disparate quality assurance efforts to strategic, business-integrated functions. Today's quality manager must be able to plan and implement measurable, cost-effective process-improvement initiatives across the organization. Written by two of the foremost authorities on the subject and fully updated for the latest American Society for Quality (ASQ) Certified Manager of Quality/Organizational Excellence (CMQ/OE) Body of Knowledge, The Handbook for Quality Management, Second Edition provides an operational guide to the properunderstanding and application of quality managementin the current business environment. It serves as a primary reference source for an organization's quality program and for anyone seeking to pass the CMQ/OE exam, given by the ASQ. The Handbook for Quality Management: A Complete Guide to Operational Excellence, Second Edition: Clearly defines quality management principles and their application within a cross section of industries Integrates the application of Theory of Constraints, Six Sigma, and Lean thinking into the Quality Managementdiscipline Contains detailed methods for planning, including customer needs recognition, benchmarking, and organizational assessments Discusses controls such as statistical process control, audits, and supply chain management Explains the stages of continuous improvement Incorporates classic motivation theory with more current management practices advocated by Joiner, Senge, and Deming, among others Features simulated and past exam questions to help you study for the ASQ CMQ/OE exam with answers that can be found at www.mhprofessional.com/HQM2
A Healthcare Quality Improvement Handbook
Quality Management System Handbook for Product Development Companies
Quality in Education
Team Guide to Tools and Techniques
A Complete Guide to Operational Excellence
Little in the current world is simple. Nothing comes in a box for us to add water and stir. There are those, however, who have been successful and who are willing to share their success. The messages in The Public Health Quality Improvement Handbook are from leaders, physicians, practitioners, academics, consultants, and researchers who are successfully applying the tools and techniques they share. The chapters are written to support the leaders and workforce of our public health community. This book, a collaboration between ASQ and the Public Health Foundation, is an anthology of chapters written by subject matter experts in public health who are successfully meeting client needs, working together to maximize outcomes, and expanding their collaboration with community partners to encourage better health within neighborhoods, counties, and states. There has never been a better time or a more needed one for us to harness the energy, enthusiasm, hard work, and dedication of our public health workforce to make a lasting difference. By effectively using quality improvement tools and techniques, we can and will improve our nation's health.
This book teaches the theories and concepts behind surgical quality improvement and explains the skills and traits needed to become a high quality provider. The editors aim to teach and inspire the reader to achieve high quality outcomes and strive for continuous improvement.
Second in a series of publications from the Institute of Medicine's Quality of Health Care in America project Today's health care providers have more research findings and more technology available to them than ever before. Yet recent reports have raised serious doubts about the quality of health care in America. Crossing the Quality Chasm makes an urgent call for fundamental change to close the quality gap. This book recommends a sweeping redesign of the American health care system and provides overarching principles for specific direction for policymakers, health care leaders, clinicians, regulators, purchasers, and others. In this comprehensive volume the committee offers: A set of performance expectations for the 21st century health care system. A set of 10 new rules to guide patient-clinician relationships. A suggested organizing framework to better align the incentives inherent in payment and accountability with improvements in quality. Key steps to promote evidence-based practice and strengthen clinical information systems. Analyzing health care organizations as complex systems, Crossing the Quality Chasm also documents the causes of the quality gap, identifies current practices that impede quality care, and explores how systems approaches can be used to implement change.
Today's business environment demands faster responses, better service, and increased agility. The Process Improvement Handbook reveals how to design effective process improvement structures, organizations, and cultures to meet those needs. Focusing on specific process improvement knowledge areas, this practical work establishes the foundation required to create, maintain, and measure processes while equipping practitioners with the necessary skills to deliver consistent, successful outcomes. This definitive resource introduces a body of knowledge for anyone looking to improve their operating environment. The result is process self-sufficiency, extensibility, sustainability, higher quality, and overall speed that increases competitive advantage. The principles explained in this book encapsulate everything needed to be more "process mature," and to enable process excellence from start to finish.
The Handbook for Quality Management, Second Edition
The Certified Quality Improvement Associate Handbook, Third Edition
Team Guide to Tools and Techniques by Roger Swanson, ISBN
Quality Improvement Handbook for Health Care Professionals
Surgical Quality Improvement
Although hundreds of school improvement programs have been launched in the United States over the past quarter century, very few of them have been successful. The author of Quality in Education: An Implementation Handbook, an experienced quality expert who specializes in education, believes that many of these programs could have succeeded had their developers understood and applied the theories and methods of Total Quality Management (TQM). This book explains how to avoid the pitfalls that doomed previous efforts to failure, and apply TQM to build a strong foundation for success. Beginning with the basic concepts and tools, this book is your complete guide as you embark on your quality journey. The handbook explains the importance of making a commitment to change and establishing a shared vision of quality, and discusses tools and techniques for overcoming resistance and developing a quality culture. The book covers new methods you can use to manage change, and includes exercises to help you apply the ideas in your organization. Examples from successful schools demonstrate how Total Quality Management can be applied to every area of education, from classroom management to building maintenance. Quality in Education: An Implementation Handbook teaches you how to make fundamental changes to the way people in your district or school view education and themselves as educators. Using the principles and methods in this book ,you can realize the tremendous benefits of quality - continuous improvement in every educational process.
Applying Quality-Assurance Methods A Report on the National Demonstration Project on Quality Improvement in Health Care This book is recommAnded for managers wanting to enhance service quality and productivity. By avoiding mistakes and useless units of activity, gains in productivity occur as quality improves. --Healthcare Financial Management Learn how health care organizations can use the quality improvement process to help regain control and hope in a time of frustration and skyrocketing costs. In ten key lessons, the authors demonstrate what works and does not work in actual practice. They present case examples of specific health care improvement projects ranging from transport of critically ill infants to quick turnaround of emergency lab specimens and to the generation of accurate Medicare bills.
The author covers fourteen tools to help you find the information you need and offers step-by-step instructions for constructing each one. He shows you how these tools can be combined with a set of simple problem-solving steps that can act as a powerful change agent to help reduce or eliminate process problems. Five-Step Problem-Solving Process Identify the problem: Clearly state what needs improvement. Analyze: Determine what causes the problem to occur. Evaluate Alternatives: Identify and select actions to reduce or eliminate the problem. Test Implement: Implement these actions on a trial basis to determine their effectiveness. Standardize: Ensure that useful actions are preserved.
Never HIGHLIGHT a Book Again! Virtually all of the testable terms, concepts, persons, places, and events from the textbook are included. Cram101 Just the FACTS101 studyguides give all of the outlines, highlights, notes, and quizzes for your textbook with optional online comprehensive practice tests. Only Cram101 is Textbook Specific. Accompanys: 9781884015595 .
New Strategies for Quality Improvement
Washington Manual of Patient Safety and Quality Improvement
Using Lean and the Theory of Constraints for Better Healthcare Delivery

Handbook of Public Quality Management
Drive to provide high value healthcare has created a field of medical quality improvement and safety. A Quality Improvement (QI) project would often aim in translate medical evidence (e.g. hand hygiene saves lives) into clinical practice (e.g. actually washing your hands before you see the patient, suffice it to say that not all hospitals are able to report 100% compliance with hand-hygiene). All doctoral residents in the United States must now satisfy a new requirement from the American College of Graduate Medical Education that they participate in a QI initiative. However, few departments are equipped to help their residents develop and implement a QI initiative. Resident’s Handbook is a short, not fussy, and practical introduction to developing a QI initiative. Meant not only for residents seeking to jump-start a QI initiative but also for attending physicians looking to improve their clinical practice, residency program directors and even medical students already eyeing what residency training holds for them; the book introduces and explains the basic tools needed to conduct a QI project. It provides numerous real-life examples of QI projects by the residents, fellows and attendings who designed them, who discuss their successes and failures as well as the specific tools they used. Several chapters provide a more senior perspective on resident involvement in QI projects and feature contributions from several QI leaders, a hospital administration VP and a residency program director. Though originally designed with physicians in mind, the book will also be helpful for physician assistants, nurses, physical, occupational and speech language pathology therapists, as well as students in these disciplines. Since no QI intervention is likely to be successful if attempted in isolation more non-physician clinicians are joining the ranks of quality and safety leadership. Therefore several non-physician clinician led initiatives included in the manuscript constitute an integral part of this book.The book serves as a short introduction to the field of medical quality improvement and safety emphasizing the practical pointers of how to actually implement a project from its inception to publication. To our knowledge this is the first concise do-it-yourself publication of its kind. Some of the topics covered include: how to perform an efficient literature search, how to get published, how to scope a project, how to generate improvement ideas, effective communication, team, project management and basic quality improvement tools like PDCA, DMAIC, Lean, Six Sigma, human factors, medical informatics etc.. Although no substitute for the services of a trained clinical statistician, chapters on statistics and critical assessment of the medical literature familiarizes residents with basic statistical methodologies, clinical trials and evidence based medicine (EBM). Since no QI project is complete without providing evidence for post-intervention improvement we provide a short introduction to the free statistical language R, which helps residents independently run basic statistical calculations. Because much of QI involves assessment of subjective human experiences, there is also a chapter on how to write surveys. Resident’s Handbook of Medical Quality and Safety is not an exhaustive QI textbook but rather a hands-on pocket guide to supplement formal training by other means.div
Performance management, the primary focus of a Lean organization, occurs through continuous improvement programs that focus on education, belief systems development, and effective change management. Presenting a first-of-its-kind approach, The Lean Management Systems Handbook details the critical components required for sustainable Lean management.
Exploring a variety of methods for improving the economic performance of organizations, this multidisciplinary text covers macro- and micro-perspectives while considering strategic planning, systematic process analysis, leadership studies, group dynamics, and human motivation theories. It highlights "quality of relationships" as a guiding principle within the framework of public administration and stresses customer, client, and stakeholder satisfaction. With over 1000 literature references, tables, drawings, and equations, and appendices of laws and regulations, the book responds to the mandate for high performance and increased productivity.
The Quality Improvement HandbookTeam Guide to Tools and TechniquesCRC Press
Ten Secrets
An Implementation Handbook
The ASQ Certified Quality Improvement Associate Handbook
The Quality Improvement Handbook
"Nurses play a vital role in improving the safety and quality of patient car -- not only in the hospital or ambulatory treatment facility, but also of community-based care and the care performed by family members. Nurses need know what proven techniques and interventions they can use to enhance patient outcomes. To address this need, the Agency for Healthcare Research and Quality (AHRQ), with additional funding from the Robert Wood Johnson Foundation, has prepared this comprehensive, 1,400-page, handbook for nurses on patient safety and quality -- Patient Safety and Quality: An Evidence-Based Handbook for Nurses. (AHRQ Publication No. 08-0043)."--Online AHRQ blurb, http://www.ahrq.gov/qual/nurseshdbk.
For decades, Juran's Quality Handbook has been the one essential reference in quality management and engineering—the ultimate authoritative source of answers on quality applications, procedures, techniques, and strategies. Now this Fifth Edition—a major revision and the first new edition of Juran's Quality Handbook in more than 10 years—forges a new standard in tools for quality. Bringing managers and engineers the most up-to-date methods, research, and theory, under the guidance of a team of the world's top experts, Juran's shows you how to plan for quality, achieve quality control, and ensure quality results. Packed with new methods, research, and thought on quality, and emphasizing the need for quality software and quality software development methods, this completely updated classic also gives you new information, new techniques, and new applications. Broad in scope and inclusive in methodology, Juran's Quality Handbook is the reference of choice for anyone concerned with quality in business, manufacturing, or engineering. Whether you're just beginning your journey or a longtime traveler on the quality path, this book is the best possible companion for your voyage.
An Evidence-based Handbook for Nurses
Crossing the Quality Chasm
Process Monitoring and Improvement Handbook, Second Edition
PI Plan of Duke University Hospital and Its Medical Staff
The Public Health Quality Improvement Handbook