



## Transition Guide

### Introduction to Healthcare Quality Management, Fourth Edition

**November 2022**

Healthcare quality can be a daunting subject, with its maze of regulatory requirements and plethora of approaches. *Introduction to Healthcare Quality Management* makes the topic approachable. It explains the fundamental principles and techniques of quality management in sufficient depth for readers to begin applying them, at an introductory level that does not overwhelm them. The new and updated content in this edition includes a new chapter that addresses the problem of stalled or failed improvement projects.

Chapter	Chapter Title	New Material and Updates/Changes
1	Focus on Quality	<ul style="list-style-type: none"> <li>• New information about adding other factors to the IHI Triple Aim</li> <li>• Updated references</li> </ul>
2	Quality Management Building Blocks	<ul style="list-style-type: none"> <li>• Added new information on key contributors and events that influenced the evolution of healthcare quality management including Juran's Quality Trilogy, the government-sponsored training within industry program during WWII, and Deming's philosophy of quality management. Focused on Baldrige criteria core values and deleted exhibit listing core concepts</li> <li>• Updated web resources and references</li> </ul>
3	Measuring Performance	<ul style="list-style-type: none"> <li>• Expanded examples of measurement numbers/statistics</li> <li>• Added information about two types of data: count data and continuous data</li> </ul>

		<ul style="list-style-type: none"> <li>• Added information about risk-adjusted measures</li> <li>• Updated examples of CMS measures to reflect current requirements</li> <li>• Changed survey scenario to electronic data collection instead of paper-based</li> <li>• Changed the classification of “system-level” measures to “facility-level” measures</li> <li>• Changed measurement discussion question to CMS Measures Inventory tool rather than Measurement Clearinghouse</li> <li>• Updated web resources and references</li> </ul>
4	Evaluating Performance	<ul style="list-style-type: none"> <li>• Significantly expanded section on statistical process control and control charts with several new exhibits</li> <li>• Updated Medicare Compare website in discussion questions</li> <li>• Added discussion question related to process variation</li> <li>• Updated web resources and references</li> </ul>
5	Continuous Improvement	<ul style="list-style-type: none"> <li>• Added explanation for why there are different improvement models</li> <li>• Added the IHI Model for Improvement</li> <li>• Slightly expanded sections on Lean and Six Sigma</li> <li>• Updated web resources and references</li> </ul>
6	Performance Improvement Tools	<ul style="list-style-type: none"> <li>• Minimal editorial changes and added new Gantt chart</li> <li>• Updated web resources and references</li> </ul>
7	Improvement Project Teams	<ul style="list-style-type: none"> <li>• Minimal editorial changes and added new project Gantt chart</li> <li>• Updated web resources and references</li> </ul>
8	Improving Patient Safety	<ul style="list-style-type: none"> <li>• Added DNV accreditation standards requirements</li> <li>• Updated medical error and root cause statistics</li> <li>• Added discussion question using Leapfrog comparative safety data</li> <li>• Updated web resources and references</li> </ul>
9	Achieving Reliable Quality and Safety	<ul style="list-style-type: none"> <li>• Changed definition of human factors</li> <li>• Moved discussion of how to prevent failed improvement projects to new chapter 12</li> <li>• Updated web resources and references</li> </ul>
10	Managing the Use of Healthcare Resources	<ul style="list-style-type: none"> <li>• Updated healthcare spending data, medically necessary criteria, and utilization data</li> <li>• Added relevant DNV hospital accreditation standards</li> </ul>

		<ul style="list-style-type: none"> <li>Deleted discussion of PEPPER reports</li> <li>Deleted Healthcare Cost and Utilization Project discussion question</li> <li>Updated web resources and references</li> </ul>
11	Managing Quality in Population Healthcare	<ul style="list-style-type: none"> <li>Updated examples of HEDIS population health care measures of access/availability</li> <li>Updated web resources and references</li> </ul>
12	Achieving Sustainable Performance - <b>NEW</b>	<p>This new chapter is intended to educate students on how to prevent stalled or failed improvement projects. The chapter covers the following topics:</p> <ul style="list-style-type: none"> <li>Common reasons why improvement projects don't always succeed</li> <li>Approaches to take when faced with an improvement project that faltered</li> <li>How measurement systems can reinforce sustained performance improvement</li> <li>How to incorporate effective change management principles into improvement initiatives</li> </ul>
13	Organizing for Quality	<ul style="list-style-type: none"> <li>New quality statements added</li> <li>Added 7 Baldrige assessment criteria that can be used for an organizational evaluation</li> <li>Updated web resources and references</li> </ul>