

Transition Guide

***The Healthcare Quality Book Vision, Strategy and Tools, Third Edition* Maulik S. Joshi, DrPH; Elizabeth R. Ransom, MD; David B. Nash, MD; and Scott B. Ransom, DO, FACHE**

This textbook provides a framework, a context, strategies, and practical tactics for all stakeholders to understand, learn, teach and lead health care improvement. The authors have assembled an internationally prominent group of contributors to bring to this book the best available current thinking and practices in each of their disciplines.

This edition has evolved from the past editions. Two new chapters are included on improving the patient experience of care and the need to transform the healthcare system for improved quality. 18 of the 21 chapters have been fully revised and updated. New areas of discussion include an overview of the Affordable Care Act (in relation to quality), EHRs, Meaningful Use, and physician engagement. Despite these changes, the framework of the book remains the same. Chapters 1 through 4 discuss foundational health care quality principles. Chapters 5 through 17 discuss critical quality issues at the organizational and microsystem levels. Chapters 18 through 21 detail the influence of the environment and emerging trends on the organizations, teams, and individuals delivering health care services and products.

Chapter Breakdown

Chapter 1

The authors place the focus on the patient and articulate key findings from national, sentinel reports of health care quality over the last ten years.

Chapter 2

Leon Wyszewianski discusses the fundamental concepts of quality.

Chapter 3

David Ballard and colleagues discuss medical practice variation and provide an updated case study. In

Chapter 4

Kevin Warren describes the latest quality improvement tools and programs.

Chapter 5

John Byrnes discusses measurement as a building block in quality assessment and improvement.

Chapter 6

Stephen Schmaltz and colleagues describe the statistical tools for quality improvement.

Chapter 7

David Nash and colleagues detail a physician profiling system.

New! Chapter 8

Quint Studer describes the importance of culture in providing consistent quality.

Chapter 9

Susan Edgman-Levian tackles an often discussed but less understood area of patient satisfaction—experiences and perspectives of care—and includes an update on the latest surveys.

Chapter 10

Michael Pugh aggregates data into a management tool called the Balanced Scorecard.

Chapters 11-12

Frances Griffin in Chapter 11 and Richard Ward in Chapter 12 dive deeper into two evolving subjects essential to driving performance improvement—patient safety and a culture of reliability, respectively.

Chapter 13

Ferdinand Velasco describes the many implications of information technology in health care quality.

Chapters 14-16

James Reinersten, A. Al-Assaf, and Scott Ransom and colleagues provide a triad of keys for change in organizations seeking to become high performers by addressing leadership, infrastructure, and strategy for quality improvement.

Chapter 17

Valerie Weber and John Bulger, is a compilation of strategies and tactics necessary to change staff behavior.

Chapter 18

Kimberly Acquaviva and colleagues provides examples of many of the recent national quality improvement initiatives and an overview of the quality improvement landscape.

Chapter 19

Diane Storer Brown and Kevin Parks summarize the work of the two major accrediting bodies within healthcare—the National Committee for Quality Assurance and The Joint Commission—and cover the latest changes in the accreditation process.

Chapter 20

Francois de Brantes describes the power of the purchaser to select and pay for quality services, which he has updated to provide the latest information on pay for performance.

New! Chapter 21

Steffanie Bristol and Maulik Joshi bring the latest developments in health care to the forefront and describes a path for health care transformation.