







## SUPPLEMENTAL AND INSTRUCTIONAL RESOURCES

Each chapter concludes with student discussion questions. Some questions encourage contemplation and further dialogue on select topics, and some give students a chance to apply the knowledge they have gained. Others promote continued learning through discovery and use of information available on the Internet.

A book at least twice this size would be needed to cover every current topic associated with healthcare quality management. For this reason, only basic principles and practices are described in this book. In some instances, supplemental learning materials may be needed to delve deeper into a subject or to become familiar with a quality-related topic that is not addressed in the text. The websites listed at the end of each chapter have been greatly expanded from the second edition to provide even more learning opportunities. For rapidly changing topics, such as alternative reimbursement models and externally imposed performance measurement requirements, current journal articles may be the best information sources.

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## REFERENCES

- Goldfield, N. 1995. "The Measurement and Management of the Quality of Ambulatory Services: A Population-Based Approach." In *The Epidemiology of Quality*, edited by V. A. Kazandjian, 171–96. Gaithersburg, MD: Aspen Publishers, Inc.
- Jacobs, C. M., T. H. Christoffel, and N. Dixon. 1976. *Measuring the Quality of Patient Care: The Rationale for Outcome Audit*. Cambridge, MA: Ballinger Publishing Co.
- Skillicorn, S. A. 1980. *Quality and Accountability: A New Era in American Hospitals*. San Francisco: Editorial Consultants, Inc.

### INSTRUCTOR RESOURCES

This book's Instructor Resources include a test bank, PowerPoint slides, and answers to in-book questions.

For the most up-to-date information about this book and its Instructor Resources, go to [ache.org/HAP](http://ache.org/HAP) and browse for the book's title or author name.

This book's Instructor Resources are available to instructors who adopt this book for use in their course. For access information, please email [hapbooks@ache.org](mailto:hapbooks@ache.org).