



## Transition Guide

*Introduction to Healthcare Quality Management,*

Third Edition

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*Introduction to Healthcare Quality Management* explains the basic principles and techniques of quality management in healthcare. Written for students and professionals with little or no clinical experience, the book focuses primarily on measuring and improving

the operational and patient service aspects of healthcare delivery. Real-world case studies and examples provide an applied learning approach that helps readers understand how to measure, assess, and improve an organization’s performance and ensure the delivery of reliable, high-quality care.

## Changes in the Third Edition

Chapters from the second edition have been updated with new references, information about current external regulations/standards, revised and new examples and case studies, revised and new student activities, and an expanded list of websites. Topic-related new material in each chapter includes:

Chapter	Chapter Title	New Material
1	Focus on Quality	Introduces the IHI Triple Aim framework that is now incorporated into the National Quality Strategy published by the U.S. Department of Health and Human Services (DHHS) and is also a component of quality improvement efforts by the Centers for Medicare & Medicaid (CMS).
2	Quality Management Building Blocks	Expanded discussion of Quality Assurance and Performance Improvement (QAPI) program regulations for nursing care facilities. Larger list of healthcare accreditation groups.
3	Measuring Performance	Updated measurement-related accreditation standards and regulations, including discussion of Medicare’s MACRA initiative for physician clinics. More examples of performance measures used in non-hospital settings and in-support services (non-clinical departments).
4	Evaluating Performance	Expanded list of online sources of performance comparison data.
5	Continuous Improvement	Expanded discussion of Lean and Lean Six Sigma techniques and improvement models.
6	Performance Improvement Tools	More Lean project tools and a Lean problem-solving report format.
7	Improvement Project Teams	No new material.

8	Improving Patient Safety	No new material.
9	Achieving Reliable Quality and Safety	No new material.
10	Managing the Use of Healthcare Resources	Expanded discussion of value-based reimbursement and fee-for-service payment alternatives such as accountable care organizations and episodic bundled payments.
11	Managing Quality in Population Health Care	<p><b>NEW CHAPTER IN THIRD EDITION.</b> This new chapter introduces the topic of population health care and describes how quality management techniques can be used to improve initiatives aimed at bettering the health of a population. Key concepts covered in this new chapter include:</p> <ul style="list-style-type: none"> <li>• How population health care is different from traditional health services activities</li> <li>• Types of healthcare organizations involved in population health management</li> <li>• Reimbursement strategies influencing provider involvement in population health care</li> <li>• Provider-sponsored activities aimed at improving the health of a population</li> <li>• How the quality of population health care initiatives is managed through measurement, assessment and improvement activities.</li> </ul>
12	Organizing for Quality	A new resource for students seeking additional information about careers in healthcare quality – a list of organizations offering certification credentials for various healthcare quality support positions.