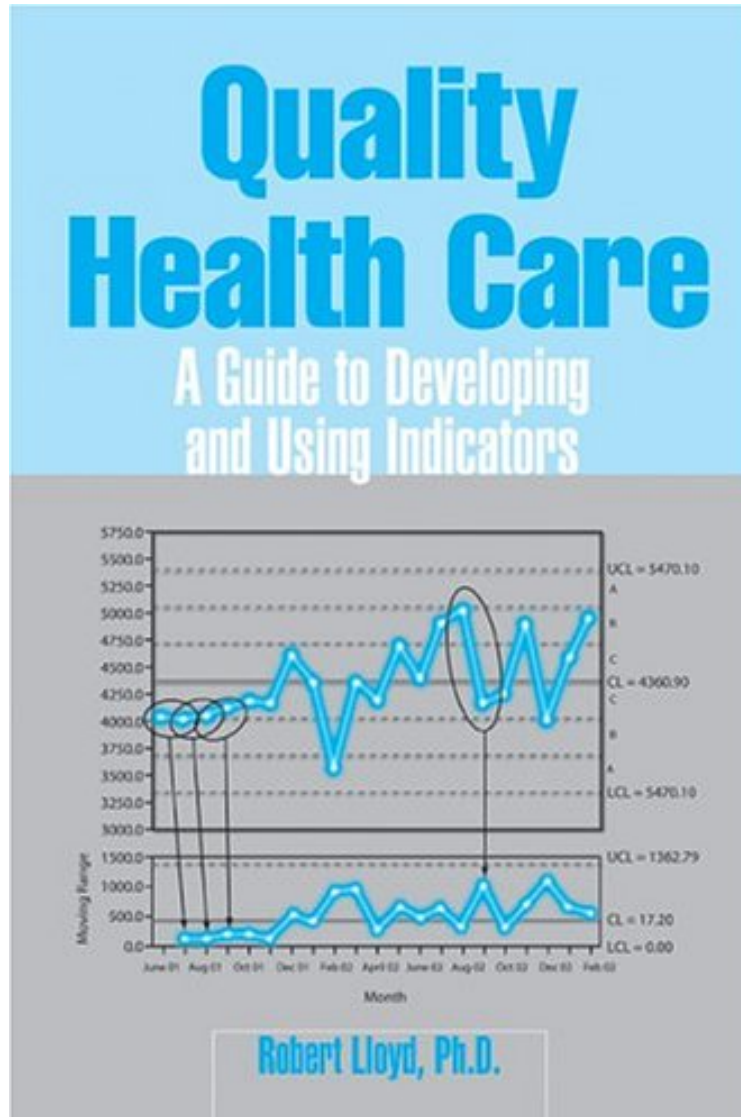


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0 of 0 people found the following review helpful. Five StarsBy CustomerDefinitely couldn't have made it through class without it.11 of 12 people found the following review helpful. Highly Recommended for Health Quality ProfessionalsBy Kip PiperThere is ample evidence America has a serious problem with poor quality health care. Thankfully, there is no shortage of caring professionals motivated to improve care and the problems are solvable. As

with any effort to improve performance, measurement is the first step to improving care and reducing medical mistakes. As I often remind clients and colleagues: you can't fix what you can't see. However, measuring hospital and physician quality is complex. And too often efforts to measure quality get bogged down - perfect becomes the enemy of good and analysis becomes the enemy of action. This book serves as an excellent, up-to-date guide on how to design and implement an effective quality measurement program, particularly in hospitals. While paying close attention to the importance of clinically sound measurement, this guide focuses on providing practical and actionable advice. Specifically, the book provides:

1. Helpful overview on quality measurement, the increasing demands of consumers and purchasers for public disclosure of provider quality, and the information consumers find most valuable in their decision making.
2. Practical advice on how to select quality indicators, collect and organize data, and create a dashboard to monitor progress.
3. Technical guidance on how to analyze data effectively, including how and when to accept limitations and variations.
4. Cases studies on how to use quality measurement to improve both clinical and operational performance.

The author, Robert Lloyd, PhD, is executive director of performance improvement at the Institute for Healthcare Improvement (ihi.org) and a highly regarded expert in quality measurement. 1 of 1 people found the following review helpful. So glad I had the opportunity to meet the author!

By Judy Pryor
As a quality manager I use this book often. So glad I had the opportunity to meet the author!

Written by an internationally-recognized expert in the field of quality management, this book will serve as your guide for planning and implementing a successful quality measurement program in your healthcare facility. It begins by presenting an overview of the context for quality measurement, the forces influencing the demand for quality reform, how to listen to the voice of the customer, and the characteristics of quality that customers value most. You'll also learn how to select and define indicators to collect data and how to organize data into a dashboard that can provide feedback on your progress toward quality measurement. Finally, this book shows you how to analyze your data by detailing how variation lives in your data, and whether this variation is acceptable. Case studies are provided to demonstrate how quality measurement can be applied to clinical as well as operational aspects of healthcare delivery.