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Continuous Quality Improvement In Health Care: Theory, Implementations, And Applications

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Through a unique interdisciplinary perspective on quality management in health care, this text covers the subjects of operations management, organizational behavior, and health services research. With a particular focus on Total Quality Management and Continuous Quality Improvement, the challenges of implementation and institutionalization are addressed using examples from a variety of health care organizations. Updated material includes a new focus on reducing medical errors, the introduction of CPOE, Baldrige Award criteria, and seven new case studies.

About the AuthorEmma McLaughlin and Nicola Kraus work together in ----New York City----. They are also the authors of "The Nanny Diaries", which was made into a major motion picture, and the "New York Times" bestsellers, "Dedication, Citizen Girl, ?Nanny Returns, "and their first YA novel, "The Real Real". For more information, visit www.emmaandnicola.com.