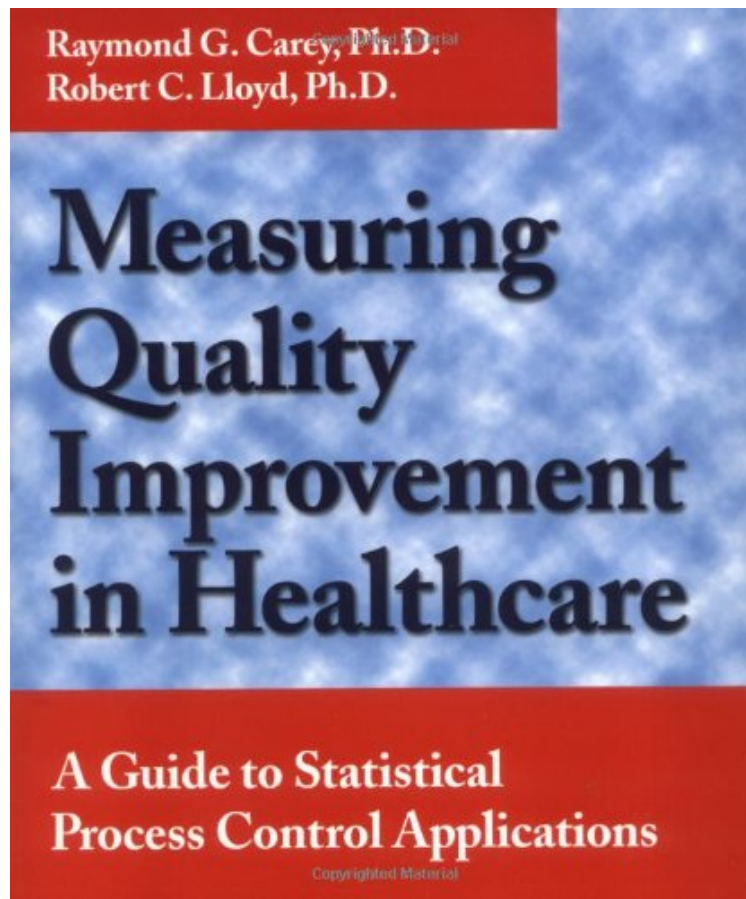


# Measuring Quality Improvement in Healthcare: A Guide to Statistical Process Control Applications

Raymond G. Carey, Robert C. Lloyd

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**Raymond G. Carey, Robert C. Lloyd : Measuring Quality Improvement in Healthcare: A Guide to Statistical Process Control Applications** before purchasing it in order to gage whether or not it would be worth my time, and all praised Measuring Quality Improvement in Healthcare: A Guide to Statistical Process Control Applications:

4 of 4 people found the following review helpful. Good Intro to CQI, but not comprehensiveBy Chuckie GAs a very brief introduction to QI in healthcare, this book is excellent. It is a fast moving, quick read that touches on the key concepts of a quality program, and it does a good job framing the concepts within the context of healthcare challenges that folks in the industry can relate to.However, it is NOT a comprehensive reference, nor does it claim to be. For healthcare leaders who want to know what QI is, how it is different from a more traditional QA framework, and how the framework can be applied to the industry, it is the best [and only?] read out there.For those who are serious about implementing a rigorous QI initiative, this won't get you very far. However, the book has numerous citations and a

bibliography that will direct the reader to far more comprehensive references on the QI concepts addressed. 24 of 25 people found the following review helpful. Excellent for the right audience  
By A Customer  
This book does an excellent job of introducing the reader to the concept of applying Statistical Process Control. Through a great number of mini case studies it shows a number of possible applications. Probably more importantly it amply demonstrates the when to be concerned and when to continue monitoring the situation before reacting. This is NOT a technical book. The few formulae that are presented are relegated to a small appendix and are virtually unusable. This makes the book more suitable for administrators than for quants. People actually conducting the studies will not find what they need in terms of formulae. They will find what they need to understand which type of chart is appropriate and how to interpret the results. Ideally the authors should have included software to actually do the calculations. This would have allowed the non-technical people to actually do their own studies rather than just interpret what others have done.  
2 of 2 people found the following review helpful. Healthcare Quality  
By M. Johnston  
This is a good book to introduce health care workers to statistical use of health related data using control charts and basic principles of statistic analysis. Good because it is not the usual text based on manufacturing. Most healthcare folks have a hard time seeing the use of measuring "widgets".

This ground-breaking book addresses the critical, growing need among healthcare administrators and practitioners to measure the effectiveness of quality improvement efforts. Written by respected healthcare quality professionals, *Measuring Quality Improvement in Healthcare* covers practical applications of the tools and techniques of statistical process control (SPC), including control charts, in healthcare settings. The authors' straightforward discussions of data collection, variation, and process improvement set the context for the use and interpretation of control charts. Their approach incorporates "the voice of the customer" as a key element driving the improvement processes and outcomes.

"Many clinicians and other healthcare leaders underestimate the great contributions that better statistical thinking could make toward reducing costs and improving outcomes. This fascinating and timely book is a fine guide for getting started." -- Donald M. Berwick, M.D., President and CEO, Institute for Healthcare Improvement, Associate Professor of Pediatrics, Harvard Medical School  
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"Only authors who have used statistics and control charts to solve real-world healthcare problems could have written a book so practical and timely." -- Barry S. Bader, Publisher, *The Quality Letter for Healthcare Leaders*  
About the Author  
Raymond G. Carey, Ph.D., is director of Surgical Research at Lutheran General Hospital in Park Ridge, IL, and president emeritus of Parkside Associates, Inc., a healthcare survey and research firm. He is co-author of *Program Evaluation: Methods and Case Studies*. Robert C. Lloyd, Ph.D., senior consultant, Quality Resource Services, Advocate Health Care, worked for 10 years in directorial positions at the Hospital Association of Pennsylvania and directed the American Hospital Association's Quality Measurement and Management Project in 1989 and 1990.