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Quality Health Care: A Guide To Developing And Using Indicators

Robert Lloyd

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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.

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