Quality Health Care: A Guide to Developing and Using Indicators, Robert C. Lloyd, Jones & Bartlett Learning, 2004, 0763748056, 9780763748050, 343 pages. 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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The Leader’s Guide to Hospital Case Management, 2005, Medical, 329 pages. This text will address the role of the hospital case manager from a business perspective rather than a nursing perspective. Will engage all areas that are involved with the.

Understanding variation the key to managing chaos, Donald J. Wheeler, 1993, Business & Economics, 136 pages.

High Quality Care for All NHS Next Stage Review Final Report, Great Britain. Department of Health, 2008, Business & Economics, 84 pages. This review incorporates the views and visions of 2,000 clinicians and other health and social care professionals from every NHS region in England, and has been developed in.

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