



Monitoring the Quality of Health Care: Issues and Scientific Approaches

Thomas T.H. Wan, Alastair M. Connell

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As the public in the U.S. has grown increasingly concerned over the gaps in the health care system's attention to quality, and as the health care industry itself struggles for stability in a volatile environment, a historic opportunity presents itself. This book reviews a variety of quality monitoring approaches, identifies critical issues pertaining to assessment, measurement, implementation, and evaluation of quality initiatives, and suggests scientific approaches to put in place a core set of performance measures that reliably identify the value-added clinical and managerial behaviors in health care - for both quality and cost efficiency.

The key to quality improvement has to focus on physicians and other health professionals. This book is designed to identify issues pertaining to health care quality and to formulate appropriate approaches for improving quality. It can be used by risk managers and hospital executives to guide their development, implementation, and evaluation of quality improvement programs.

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