Measuring Quality Improvement In Healthcare: A Guide To Statistical Process Control Applications

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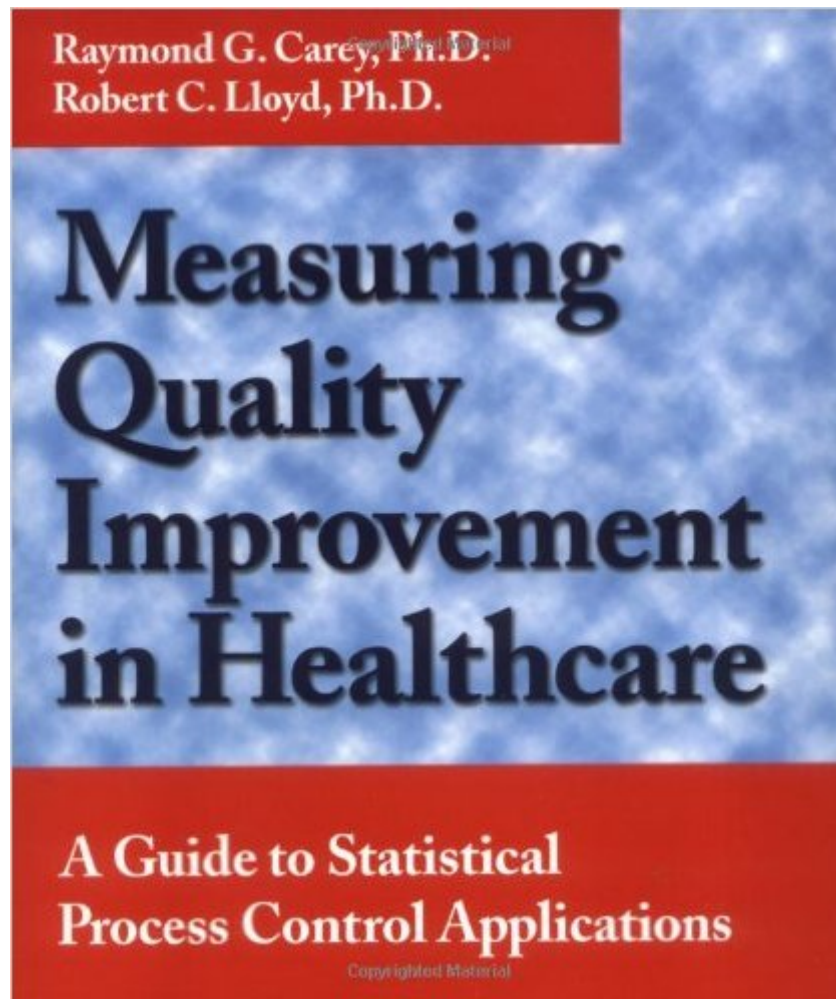
Measuring Quality Improvement in Healthcare

A Guide to Statistical Process Control Applications

Synopsis

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.

Book Information

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Customer Reviews

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 interpet what others have done.

As 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.

As a physician who is becoming more involved with quality control, I found this to be an outstanding introduction to the concepts of statistical process control. The abundant practical examples provide a guide as to how these principles can be used effectively in the health care setting. I recommend Carey's book to anyone who wants to get serious about managing the process of quality in healthcare -- I'm buying another copy to share with my staff!

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".

A classic primer for the SPC learner

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