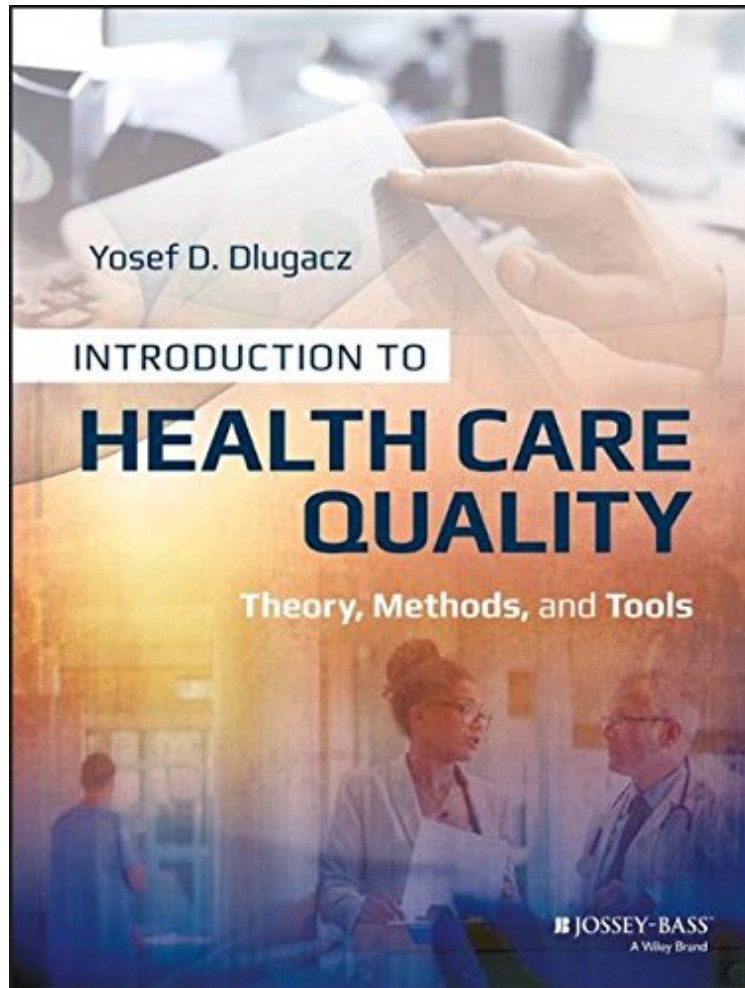


[Mobile book] Introduction to Health Care Quality: Theory, Methods, and Tools (J-B AHA Press)

Introduction to Health Care Quality: Theory, Methods, and Tools (J-B AHA Press)

Yosef D. Dlugacz

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Yosef D. Dlugacz : Introduction to Health Care Quality: Theory, Methods, and Tools (J-B AHA Press) before purchasing it in order to gage whether or not it would be worth my time, and all praised Introduction to Health Care Quality: Theory, Methods, and Tools (J-B AHA Press):

0 of 0 people found the following review helpful. Good start, biased against those acutally providing careBy Michael J. WoodBottom Line: Good introduction to quality and management for health care; biased against providers; hampered by not understanding the role of the physicianIn a nutshell, Yosef Dlugacz's Introduction to Health Care Quality: Theory, Methods, and Tools compresses the last 25 years of health care management thought into one easy to read, 348 page tome. That in and of itself is quite remarkable. If you have been active at all in health care management, you will recognize much of the material mentioned in the text--Theory of Constraints, the Cleveland

Clinic experience, HIPAA, and the move to Electronic Health Records just to mention a few things. So, from the perspective of trying to learn much about what has been going on in the health care management field, this book will help you get caught up to what some call "health care 2.0." The drawback to the text essentially is that, as noted, it is an introduction. Or, as some might say, "don't try this at home." While it will get you caught up on what has happened in the past up to this point (get you up to health care 2.0, so to speak), you'll fail miserably if you stop there. "Health care 2.0" has essentially been a dismal failure (with a move to "3.0" already being discussed, but not in this book), and probably the biggest drawback to this text is that the failures have not been adequately addressed. For example, electronic health records (EHRs) are touted in the book as a grand success with many advantages discussed--but the horrid failures of the various systems are not addressed at all. The only disadvantages noted are things like "many see ethical and social problems inherent in the use of EHRs, especially since research has not demonstrated that they are consistently accurate or accessible to disadvantaged patients." The book barely notes, "Physicians also say that since electronic records are highly structured and constrained environments, they are difficult to work with..." That is a significant understatement. Most electronic health records are little more than glorified cash registers and essentially are a form of institutional malpractice. The primary purpose of a health record is to allow physicians, nurses, and other professionals actually providing the care to the patient to communicate with each other. Yet few do this, and most take enormous amounts of time while providing precious little communication. In the end, you have a "note" that is 17 pages long and unreadable, when a one to two page hand-written note would provide more, and better, communication. This highlights the problems with this text in particular--problems encountered are not seen as being caused by administrators, managers, and leaders; but rather blamed on the stubborn "providers" who are "resistant to change." Clearly Dlugacz has never attempted to provide meaningful patient care using more than one electronic medical record, or the significant drawbacks would have a) at least been mentioned, and b) not blamed on the people actually using it. Indeed, physicians and providers are often set in the tone of the text as the enemy, and changing physician behavior in particular is highlighted as a difficult and complex problem (because, clearly, non-physician 'leader'/management cannot be to blame when forcing those actually providing the care to patients to use their poorly made tools). In fact, there is one interesting thing that can be done to improve efficiency and patient outcomes on average 12-24% which is not mentioned at all in the text--health care organizations led by physicians have that effect, per Harvard Business Review. Yet the concept of the physician as a leader, rather than an adversary, is nowhere to be found in this book. Physicians are the natural leaders in health care, and when encouraged, taught and given the opportunity to take greater part in leadership actually propel those organizations ahead of the competitors to the benefit of their patients. So if you are interested in learning about health care quality, this really is a fine book to start--just realize it is incomplete and biased, and you'll need to learn much more if you intend to actually succeed in the field.

0 of 0 people found the following review helpful. An argument for humanity
By TroubleThis is an excellent resource for those who want to learn more about the field of health care or those who want to refresh their knowledge with an understanding of how today's tools can direct care in an environment. It is an interesting study on how things worked and what the goals were to what they are now, more patient centric than service centric. I felt like a lot of this book went right over my head, obviously; however, I understood this book makes a consistent case for demonstrating humanity in health care. It could just be because that was what I was looking for.

0 of 0 people found the following review helpful. Solid Introduction
By Antigone WalshSimply providing quality health care is no longer enough. In today's regulation laden, data driven world, documentation as well as financial accountability are required. This book provides a broad but thorough introduction to the methodology. It does not lose sight of the importance of maintaining quality health care in a statistics driven environment. I was impressed by the organization, especially the resource section including helpful websites at the end of each chapter. Like most texts it is fairly dry reading but essential for students and health care professionals alike.

Introduction to Health Care Quality explores the issues of quality management in today's health care environment, and provides clear guidance on new and perennial challenges in the field. The idea of 'quality' is examined in the context of a variety of health care situations, with practical emphasis on assessment, monitoring, analysis, and improvement. Students will learn how to utilize statistical tools, patient data, and more to understand new models of reimbursement, including pay for performance and value-based purchasing. They will also learn how to learn how to incorporate technology into everyday practice. Each chapter centers on an essential concept, but builds upon previous chapters to reinforce the material and equip students with a deeper understanding of the modern health care industry. Real-world situations are highlighted to show the intersection of theory and application, while cutting-edge methodologies and models prepare students for today's data-driven health care environment. Health care quality is defined and assessed according to setting, with factors such as standards, laws, regulations, accreditation, and consumerism impacting measurement and analysis in tremendous ways. This book provides an overview of this complex field, with insightful discussion and expert practical guidance. Health care today is worlds away from any other point in history. As the field grows ever more complex, quality management becomes increasingly critical for ensuring optimal patient care. Introduction to Health Care Quality helps students and professionals make sense of the issues, and provide top-notch

service in today's rapidly changing health care environment.

From the Back Cover **AN AUTHORITATIVE REVIEW OF QUALITY MANAGEMENT IN TODAY'S DATA-DRIVEN HEALTH CARE ENVIRONMENT** Today's health care professionals must work with new models and incorporate complex data into their everyday practices. *Introduction to Health Care Quality* is a practical resource for students and professionals that explores the issues of quality management in today's rapidly changing health care environment. Written by an expert in the field, this text includes clear guidance on both the new and the perennial challenges to the field. The author reveals how to conduct and make sense of statistical analyses, monitor care objectively with databases, link financial and quality variables, and improve care with established quality methodologies. *Introduction to Health Care Quality* contains a wealth of real-world issues of quality in action and includes information on the direct application of quality management theory, methods, and tools. The author defines the concept of "quality" in the context of a variety of health care situations and settings and puts the focus on assessment, monitoring, analysis, and improvement. Describes the foundations of health care quality Explores the role of leadership in improving patient safety Explains how to use different methodologies appropriately Includes information for applying quality tools to the patients' best advantage The text's methods and tools are designed to ensure success in quality improvement initiatives. About the Author **YOSEF D. DLUGACZ, PHD**, is the Senior Vice President and Chief of Clinical Quality, Education and Research of the Krasnoff Quality Management Institute of the Northwell Health system. The goal of the Institute is to bridge the gap between theoretical knowledge learned in the academic setting and the realities of applying quality management methods in today's health care reform environment. Dr. Dlugacz's research focuses on developing models that link quality, safety, good clinical outcomes and financial success for increased value and improved efficiencies.