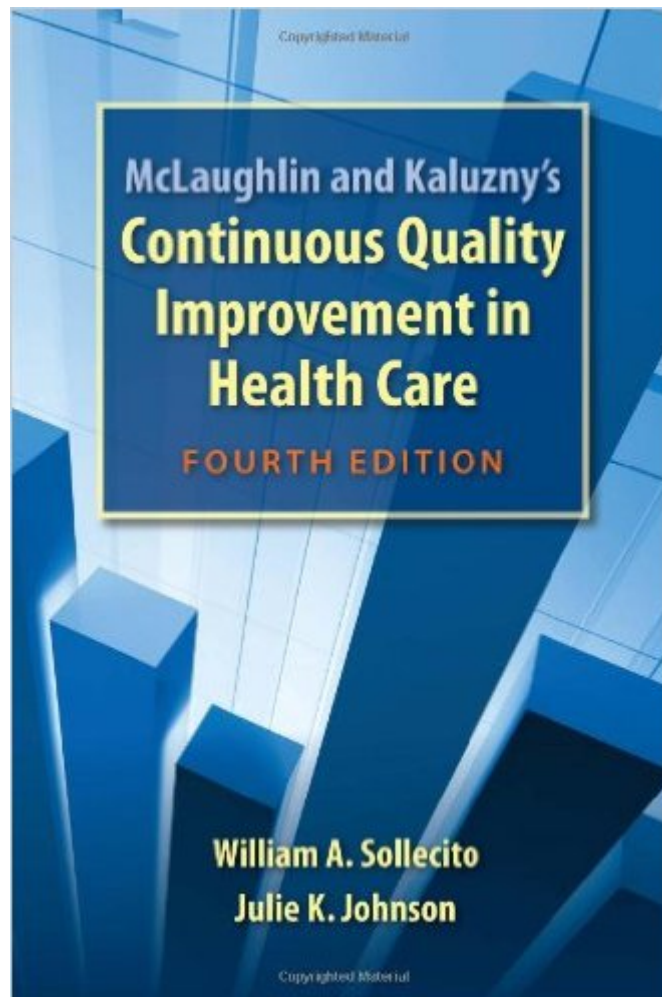


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# McLaughlin And Kaluzny's Continuous Quality Improvement In Health Care



## Synopsis

Through a unique interdisciplinary perspective on quality management in health care, this text covers the subjects of operations management, organizational behavior, and health services research. With a particular focus on Total Quality Management and Continuous Quality Improvement, the challenges of implementation and institutionalization are addressed using examples from a variety of health care organizations, including primary care clinics, hospital laboratories, public health departments, and academic health centers. New to the Fourth Edition: - All chapters have been updated to reflect recent trends in healthcare including the more global focus of CQI. - New introductory chapters summarize the evolution of CQI and discuss the factors influencing the application and diffusion of CQI. - Several new chapters cover "hot" topics such as the role of the patient in CQI, social marketing as an approach to CQI, assessing risk and harm in patient care, CQI in public health organizations, quality improvement in nursing, and quality improvement in resource-poor countries. - A new companion volume of case studies

## Book Information

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## Customer Reviews

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I'm a graduate student, and many of my required readings were from this book. I finally purchased it

for myself although it wasn't required. It's been a great resource to keep on my bookshelf and I'm sure I'll use it more over the years.

I had to buy this book for a grad school course and I prefer to use electronic formats so I always have my books with me wherever I go. However, this book has most of the illustrations and tables removed in the Kindle format due to "copy write restrictions". I would have bought the paper version if I would have known this was an issue. Its and expensive book to buy considering half the content is missing.

This book is simply fantastic. It provides great coverage of quality improvement and how it impacts other disciplines as well as how to implement various methodologies. By addressing basics and contemporary topics in quality, it makes a great reference that I frequently refer to.

First of all, it's a textbook, who likes textbooks? My issue is that it does not have page numbers. Other books are a "picture" of the page, so it shows graphs and footnotes, margins, page numbers, etc- just like a real book. This one shows up like a book for pleasure reading- as in you can change the letter size. This would be fine if I didn't need graphs and charts and page numbers to cite. Other books allow for zooming in on charts, this doesn't even have the charts. This book loses its formatting. Sucks for school.

Exactly what I needed- exactly what was described. Good condition. What can I say- a book is a book. But it was exactly what I ordered and expected.

I learned a lot from this textbook, but it felt like information overload at points. The examples were relevant, and I liked the links of information provided to real-life CUI experiences in healthcare settings.

Not the most recent version which is what I thought I was getting and am missing the updated items but it is meeting the basic needs

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