New in Health Care Quality Improvement and Patient Safety

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This collection of 20 case studies covers a broad range of subjects related to health care quality improvement efforts around the world.

Implementing Continuous Quality Improvement in Health Care
A Global Casebook

Curtis P. McLaughlin, DBA, Professor Emeritus, Kenan-Flagler Business School and Gillings School of Global Public Health, University of North Carolina, Chapel Hill
Julie K. Johnson, University of New South Wales, Sydney, Australia
William A. Sollecito, DrPH, University of North Carolina, Chapel Hill

Ideal as complement to the new Fourth Edition of Continuous Quality Improvement in Health Care, these 20 case studies are each followed by detailed analysis, assignment questions, and class exercises to help students understand the practical use of Continuous Quality Improvement (CQI) in improving the health of people everywhere.

Divided into five sections, the book explores case studies that exemplify the following topic areas: CQI (Using Plan, Do, Check, Act) and Total Quality Management (TQM) tools; organizing for CQI; educational and social marketing applications in CQI; assessment, incentives and regulation; and process improvement research.

Cases Include:
- Holtz Children's Hospital: Reducing Central Line Infections
- CQI in Malaria Control in Ghana
- Forthright Medical Center: Social Marketing and the Surgical Checklist
- Princes Court Hospital: A Private Malaysian Health Care Institution Prepares for a Pandemic of Influenza A (H1N1)
- Folic Acid Fortification Around the World
- Continuing Improvement for the National Health Service Quality and Outcomes Framework
- The Lewis Blackman Hospital Patient Safety Act: It's Hard to Kill a Healthy 15-Year-Old
- Elk Hills Community Medical Center: Revising the Baldrige Award

“The ideas in this book could not be more timely. It presents a road map and a ‘how to’ guide for the leadership of a health care transformation that is the core work of this generation of caring professionals.”

—Brent James, MD, The Institute for Health Care Delivery Research

McLaughlin and Kaluzny’s Continuous Quality Improvement in Health Care

Fourth Edition

William A. Sollecito, DrPH, Clinical Professor, Public Health Leadership Program, Gillings School of Global Public Health, University of North Carolina, Chapel Hill

Julie K. Johnson, Associate Professor and Deputy Director, Centre for Clinical Governance, Faculty of Medicine, University of New South Wales, Sydney, Australia

Through a unique interdisciplinary perspective on quality management in health care, the new Fourth Edition of this classic text thoroughly covers the subjects of operations management, organizational behavior, and health services research.

With a particular focus on Total Quality Management (TQM) and Continuous Quality Improvement (CQI), new authors Bill Sollecito and Julie Johnson address the challenges of implementation and institutionalization using examples from a variety of health care organizations, including primary care clinics, hospital laboratories, public health departments, and academic health centers.

New to this 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

Available: August 2011
PART 1: INTRODUCTION
Chapter 1: The Global Evolution of Continuous Quality Improvement: From Japanese Manufacturing to Global Health Services
Chapter 2: Factors Influencing the Application and Diffusion of CQI in Health Care

PART 2: BASICS OF QUALITY AND SAFETY
Chapter 3: Measurement, Variation and CQI Tools
Chapter 4: Understanding and Improving Team Effectiveness in Quality Improvement
Chapter 5: The Outcome Model of Quality Improvement
Chapter 6: Measuring Consumer Satisfaction
Chapter 7: The Role of the Patient in Continuous Quality Improvement
Chapter 8: A Social Marketing Approach to Continuous Quality Improvement Initiatives
Chapter 9: Assessing Risk and Harm in the Clinical Microsystem: A Systematic Approach to Promote Patient Safety

PART 3: IMPLEMENTATION
Chapter 10: CQI, Transformation, and the “Learning” Organization
Chapter 11: The Human Face of Medical Error: Classification and Reduction
Chapter 12: The Role of Health Information Technology in Quality Improvement: From Data to Decisions

PART 4: APPLICATIONS
Chapter 13: Preparing Health Professionals: Harnessing the Power of the Clinical Microsystem to Improve Quality and Safety of Care
Chapter 14: Quality Improvement in Primary Care: The Role of Organization, Systems, and Collaboratives
Chapter 15: Quality Improvement Organizations and Continuous Quality Improvement in Medicare
Chapter 16: Continuous Quality Improvement in U.S. Public Health Organizations: Moving Beyond Quality Assurance
Chapter 17: Quality Improvement in Nursing
Chapter 18: Accreditation - A Regulatory Mechanism to Promote Quality and Safety in Health Care Organizations
Chapter 19: Quality Improvement in Resource-Poor Countries
Chapter 20: A Call to Action for Transforming Healthcare in the Future

About the Authors
William A. Sollecito, DrPH
Dr. Sollecito is a Clinical Professor in the Public Health Leadership Program (PHLP) in the Gillings School of Global Public Health at UNC Chapel Hill, where he also served as its director from 2000-2009. Dr. Sollecito is leading the development of new global initiatives for PHLP, working closely with the School’s Office of Global Health. He is also the Director of the School’s Online Global Health Certificate.

Dr. Sollecito received a Bachelor of Business Administration from the Baruch College of the City University of New York in 1969 and a Master of Science (Hyg.) from the School of Public Health at the University of Pittsburgh in 1970. He earned his Doctor of Public Health degree in Biostatistics in 1982 from the School of Public Health at the University of North Carolina at Chapel Hill.

Julie Johnson, MSPH, PhD
Dr. Johnson is Associate Professor in the Faculty of Medicine and Deputy Director of the Centre for Clinical Governance Research at the University of New South Wales in Sydney Australia. Most recently, she was an Assistant Professor of Medicine at the University of Chicago. Professor Johnson’s career interests involve building a series of collaborative relationships to improve the quality and safety of health care through teaching, research, and clinical improvement. Her ultimate goal is to translate theory into practice while generating new knowledge about the best models for improving care. Professor Johnson has a master’s degree in public health from the University of North Carolina and a PhD in evaluative clinical sciences from Dartmouth College. While on the faculty at University of Chicago, she used qualitative methods to study errors in ambulatory pediatric settings, to conduct observations in pediatric cardiac surgery, to observe how clinical teams function on inpatient medicine rounds, and to improve handovers of patient care.
Basics of Health Care Performance Improvement
A Six Sigma Approach

Donald Lighter, MD, MBA, FAAP,
Director, The Institute for Healthcare Quality Research and Education

A clear understanding of basic quality improvement methods, applications, and approaches is a critical foundation for a successful career in health care administration. Building on the success of his previous text, Quality Management in Health Care: Principles and Methods (see pg. 8), Dr. Lighter’s new book, Basics of Performance Improvement: A Six Sigma Approach, is an ideal first course for students learning the basics of the Six Sigma, and its application in improving health care quality and patient outcomes.

Well suited for both undergraduate and graduate level courses, the book also serves as an excellent reference for basic quality improvement approaches for QI professionals.

Topics Include

- Creating the business case for improving healthcare performance
- Group processes in healthcare PI
- Process tools in QI
- Medical informatics and data resources
- Process control
- Advanced statistical applications
- Approaches to improvement/standardization
- Integration of care systems
- Alignment and integration of performance improvement systems – the Malcolm Baldrige National Quality Award
- Accreditation and certification programs

Available November 2011
Amidst a deepening crisis in U.S. health care, *Advanced Performance Improvement in Health Care* provides a results-oriented approach to rehabilitating an ailing healthcare system. With his innovative, instructive strategies, Lighter offers a welcome road map to guide meaningful change in the industry and to equip healthcare managers to meet 21st century challenges.

*Advanced Performance Improvement in Health Care: Principles and Methods* provides healthcare educators, leaders, and clinicians with the specific knowledge and tools vital for creating and advocating for quality-centric, next-generation healthcare organizations. This unique compilation of management, analytical, and statistical methods and techniques serves as a comprehensive guide to harnessing today’s technology and developing a culture of quality that delivers sustainable, quantifiable value in healthcare organizations.

**Key Features**

- Offers a comprehensive methodology for improving quality in healthcare organizations.
- Details a Process Analysis Toolkit with dozens of proven techniques.
- Illustrated with easy-to-follow diagrams and flow charts.
- Provides best practices for measuring value and performance.
- Includes extensive discussion of medical informatics, Lean, Six-Sigma, and more.
- Instructor Resources include: Answer Key and PowerPoints

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**Advanced Performance Improvement in Health Care**

*Principles and Methods*

**Donald Lighter**, MD, MBA, FAAP, Director, The Institute for Healthcare Quality Research and Education


“[this book is] among the best I’ve reviewed in recent years. The treatment of Lean is especially well considered and presented, and I appreciate the presentation of Six Sigma.”

—Robert Crawford, MBA, Adjunct Instructor, UNC Gillings School of Global Public Health
Contents


“The authors of this text not only successfully argue that statistical methods can be applied to improving the quality of our current health care system, but they also provide the tools necessary to do so.”

—Michael J. Goldberg, MD, Tufts-New England Medical Center

Quality Management in Health Care
Principles and Methods
Second Edition

Donald Lighter, MD, MBA, FAAP, Director, The Institute for Healthcare Quality Research and Education
Douglas C. Fair, Director of Statistical Applications, InfinityQS International, Inc.

Quality Management in Health Care: Principles and Methods addresses the mounting pressure on the health care industry to control costs while providing the highest quality care and services. In doing so, it provides students with a solid foundation in the implementation of quality improvement activities and the tools necessary to evaluate and improve their efforts toward quality of care. With an emphasis on general theory and practical applications, the text delineates the techniques that form the basis of quality management in medicine, such as group processes, process orientation, statistical process control, and statistical techniques. A clear and concise writing style and effective use of examples, illustrations, and case studies illustrate the complex topics presented in the text. Instructor Resources include an Instructor’s Manual and PowerPoints.

Principles of Risk Management and Patient Safety

Barbara J. Youngberg, JD, BSN, MSW, FASHRM, Visiting Professor of Health Law and Policy, College of Law, Loyola University, Chicago

Principles of Risk Management and Patient Safety is a contemporary, comprehensive, and practical guide to understanding a rapidly evolving field—one in which the successful management of risk goes hand-in-hand with enhanced patient safety.

Clearly organized into the three domains that define a risk manager’s responsibility—claims management, risk financing, and risk reduction for patient safety—this text dives deep into the most important trends shaping the field today: transparency, disclosure, early offer programs, and more.

Principles of Risk Management and Patient Safety is the only book of its kind to explore the “aftermath of error,” offering case studies and pragmatic solutions to help managers successfully address systemic operational and organizational problems and sustainably reduce preventable medical error.

With contributions from prominent attorneys, doctors, healthcare administrators, and other thought leaders, Principles of Risk Management and Patient Safety breaks new ground in challenging risk management norms, and championing new methods of intervention to dramatically reduce risk in health care.

Key Features

- A full-scale revision of the original The Risk Manager’s Desk Reference
- Case studies from three risk management programs
- Collected contributions from risk managers, healthcare practitioners, and administrators
- Practical tools including sample job descriptions and sample flowcharts for review and analysis of patient safety reports.
- Instructor Resources include: Instructor’s Manual, TestBank, and PowerPoints

“This book lays out the ways in which a risk manager thinks [in order to] bring about the changes associated with patient safety that 10 years of research have identified as necessary.”

—Barbara J. Youngberg

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“Evidence-based medicine has become the holy grail of medical care. Comparative effectiveness research has begun to blossom. There is a greater than ever need for such a text.”

—Robert L. Kane, MD

Conducting Health Outcomes Research

Robert L. Kane, MD, Professor, School of Public Health, Minnesota Chair in Long-term Care and Aging, Director, Minnesota Evidence-based Practice Center, Director, University of Minnesota Clinical Outcomes Research Center, University of Minnesota, Minnesota

David M. Radosevich, PhD, RN, Adjunct Assistant Professor, School of Public Health, Assistant Professor, Department of Surgery, University of Minnesota, Minneapolis

Conducting Health Outcomes Research serves as the definitive guide to successful investigation of healthcare outcomes and the key resource for ensuring quality care.

As consumer, insurer, and government demands for quality health care increase, the field of research required to measure such quality stands to grow exponentially. Conducting Health Outcomes Research brings together the practical, actionable information needed to conduct research on health outcomes, with the goal of measuring the quality of the care being delivered.

The book details the methodology for performing successful research in this growing field from formulating models, choosing study design, measuring and gathering data to assessing and presenting results. The text covers risk adjustment and the interplay of demographic, psychological, and social factors.

Conducting Health Outcomes Research answers the growing call for evidence-based practice, comparative effectiveness reviews, and overall quality assurance in health care.

Key Features

• An introduction to the ethical issues encountered by outcomes investigators
• Examples and cases that put lessons into context
• A simple “how-to” approach for novice clinicians and researchers
• Instructor Resources include: an Instructor’s Manual, and Image Bank

Population Health
Creating a Culture of Wellness
David B. Nash, MD, MBA
JoAnne Reifsnyder, PhD, ACHPN
Raymond J. Fabius, MD
Valerie P. Pracilio, MPH

Population Health: Creating a Culture of Wellness offers an educational foundation for both professionals and students on the genesis and growth of this important topic. The book provides a concise overview of the topic from the perspectives of providers and businesses. As a text, this book provides a population-based approach to education applicable to professionals in disease management, chronic care management, and politics in addition to students studying public health, health policy, quality and patient safety, healthcare administration, medicine, nursing, pharmacy, social work, and other related clinical professions. Instructor Resources: Instructor’s Manual, TestBank, PowerPoints, Answer Key


Medical Quality Management
Theory and Practice
American College of Medical Quality (ACMQ)
Prathibha Varkey, MD, MPH, MHPE

Medical Quality Management: Theory and Practice is a comprehensive resource that addresses the needs of physicians, medical students, and other health care professionals for up-to-date information about improving the quality of medical care. The text offers a concise summary of quality improvement, patient safety and quality measurement methodologies. It describes the current state of global networks and computing technologies, and provides an overview of ethics, legislation, policy making, and accreditation and utilization management techniques as they relate to quality improvement. Complete with case studies, executive summaries, and figures and tables, this is a necessary guide for all executives and medical directors, academicians and students, as well as all physicians and other health professionals in clinical practice.


Healthcare Outcomes Management
Strategies for Planning and Evaluation
Dale J. Block, MD, CPE

This book explores the critical assessment of healthcare outcomes management and planning using the “biopsychosocial approach”—an integrated approach to managing patients within the healthcare delivery system that is based on principles of science and scientific inquiry. Careful attention to the basic principles of epidemiology, healthcare economics, medical ethics, population medicine, medical informatics and environmental health have also been included to increase the reader’s appreciation for the applied medical sciences and their applications to the delivery of healthcare services at the point of care.

HEALTH CARE QUALITY IMPROVEMENT AND PATIENT SAFETY

2011 ACADEMIC CATALOG

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