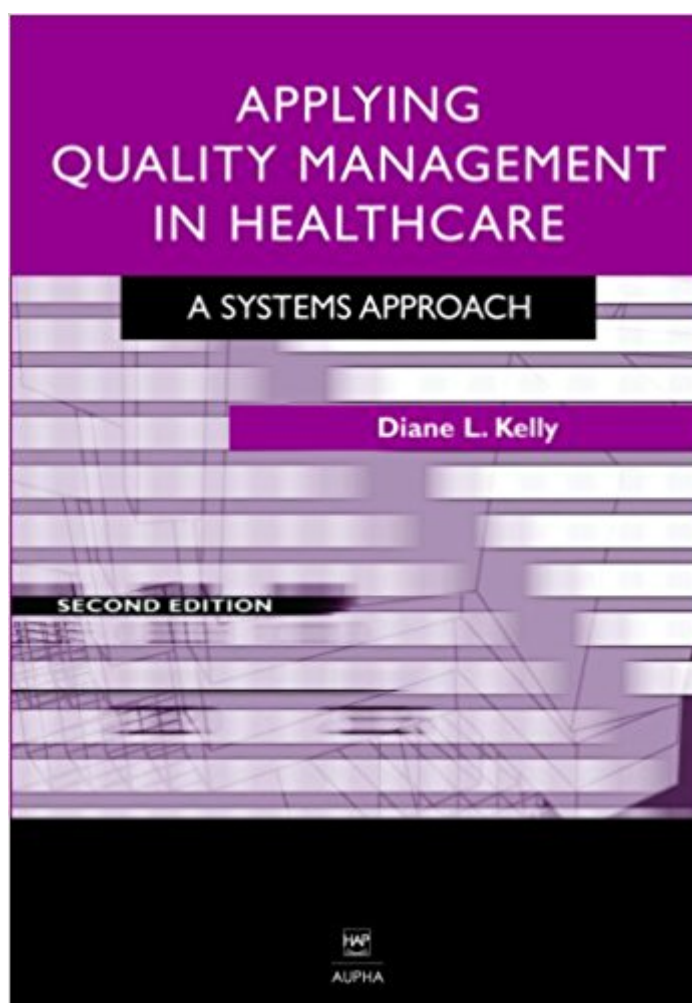


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# Applying Quality Management In Healthcare, Second Edition: A System's Approach



## Synopsis

Applying Quality Management in Healthcare: A Systems Approach will help you translate quality management theory and knowledge into practice. It explains the basics of performance excellence and provides a set of tools for managing healthcare quality.

## Book Information

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## Customer Reviews

Diane L. Kelly, Dr.P.H., M.B.A, R.N., is assistant professor at the University of Utah College of Nursing and is adjunct professor at the the University of North Carolina at Chapel Hill Public Health Leadership Program. Dr. Kelly served as a member of the board of examiners for the Malcolm Baldrige National Quality Program from 1999 through 2001. She serves as an active member of the Editorial Advisory Board for the Joint Commission Journal on Quality and Patient Safety.

I read the 2nd edition. It is a very well-written and served as a great practical introduction to a systems perspective, and not just for healthcare. It covers the tools nicely, including a step-by-step approach to FMEA. It is also very readable and has lots of helpful examples to help you understand what the author is talking about.

Lots of good info

Much different from the newest version but still provides good reference materials.

This book arrived in a matter of days. It looked like new, although it is supposed to be used. And I was charged for a used book - so the price was great too. The book was in excellent condition as though I had bought it from the printer. I am very pleased!

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