



Continuous Quality Improvement In Health Care: Theory, Implementations, And Applications

Curtis P. McLaughlin, Arnold D. Kaluzny

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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. Updated material includes a new focus on reducing medical errors, the introduction of CPOE, Baldrige Award criteria, and seven new case studies.

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