

The Textbook Of Total Quality In Healthcare

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This book includes a section of workbooks that lead the reader step by step through developing one's own plan for total quality interventions. A ground-breaking work that applies the principles of Total Quality Management to healthcare practices in a manner that is engaging, easy, practical, and sometimes entertaining. This book includes a section of workbooks that lead the reader step by step through developing one's own plan for total quality interventions. Healthcare managers using the quality management strategies can improve healthcare systems and procedures to achieve an optimum outcome, i.e. high quality services, patient satisfaction and better performance. Total Quality Management (TQM) aims to improve the competitiveness of an organization through employee participation, customer driven quality and continuous quality improvement. The term TQM was first used in 1985 by the Naval Air Systems Command to express the Japanese management style focused on quality control (Bemowski, 1992). Healthcare systems working to improve clinical quality face the difficult challenge of aligning changes across the organization. But health systems can learn from successful clinical quality improvement projects and implementing key principles of their success. Below are three successful clinical examples of quality improvement in healthcare covering a wide range of issues facing many health systems today. \$2,085 mean total cost of care reduction per patient in the six-month period after the first pharmacist MTM encounter; over \$590,000 extrapolated out over 283 MTM patients. 12% reduction in hospital admissions per 1,000 members and a 10% reduction in emergency department visits per 1,000 members. Statistically significant decreases in average medication count.