Course Title

*Health Care Quality Management*

Course Outlines

Part I Science and Knowledge Foundation

1 Healthcare Quality and the Patient, Donald Berwick and

Maulik S. Joshi

2 Basic Concepts of Healthcare Quality, Leon Wyszewianski

3 Variation in Medical Practice and Implications for Quality,

David J. Ballard, Robert S. Hopkins III, and

David Nicewander

4 Quality Improveme

Part II Organization and Microsystem

5 The Search for a Few Good Indicators, Robert C. Lloyd

6 Data Collection, John J. Byrnes

7 Statistical Tools for Quality Improvement, Kwan Y. Lee,

Linda S. Hanold, Rick G. Koss, and Jerod M. Loeb

8 Physician and Provider Profiling, David B. Nash and

Adam Evans

9 Measuring and Improving Patient Experiences of Care,

Susan Edgman-Levitan.

10 Dashboards and Scorecards: Tools for Creating Alignment,

Michael D. Pugh

11 Patient Safety and Medical Errors, Frances A. Griffin and

Carol Haraden

12 Information Technology Applications for Improved Quality,

Richard E. Ward

13 Leadership for Quality, James L. Reinertsen

14 Organizational Quality Infrastructure: How Does an

Organization Staff Quality? A. Al-Assaf

15 Implementing Quality as the Core Organizational Strategy,

Scott B. Ransom, Narendra Kini, Michael L. Jones, and

Elizabeth R. Ransom

16 Implementing Healthcare Quality Improvement:

Changing Clinician Behavior, Valerie Weber and

John Bulger

Part III Environment

17 Medical Malpractice and Medicolegal Implications of

Quality, Troyen A. Brennan, Ann Louise Puopolo,

John L. McCarthy, Robert Hanscom, and Luke Sato

18 Accreditation: Its Role in Driving Accountability in

Healthcare, Greg Pawlson and Paul Schyve

19 How Purchasers Select and Pay for Quality,

Francois de Brantes .