

1. Record Nr.	UNINA9910808050303321
Autore	Donabedian Avedis
Titolo	An introduction to quality assurance in health care // Avedis Donabedian; edited by Rashid Bashshur
Pubbl/distr/stampa	Oxford ; ; New York, : Oxford University Press, 2003
ISBN	0-19-770735-1 1-280-83796-9 9786610837960 0-19-974802-0
Edizione	[1st ed.]
Descrizione fisica	1 online resource (233 p.)
Collana	Oxford scholarship online
Altri autori (Persone)	BashshurRashid <1933->
Disciplina	362.1/068/5
Soggetti	Medical care - Quality control Hospital care - Quality control
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Previously issued in print: 2002.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Intro -- CONTENTS -- LIST OF APPENDICES -- INTRODUCTION -- What This Book Is About -- The Meaning of Quality Assurance -- The Targets of Quality Assurance -- The Components of Quality Assurance -- The Quality Monitoring Cycle -- Formal and Informal Monitoring -- Some Foundations of Quality Assurance Through Monitoring -- The Meaning of Quality in Health Care -- 1. THE COMPONENTS OF QUALITY IN HEALTH CARE -- Efficacy -- Effectiveness -- Efficiency -- Optimality -- Acceptability -- Choosing a Definition of Quality -- Steps in Monitoring and Improving Clinical Performance -- 2. DETERMINING WHAT TO MONITOR -- Externally Required Monitoring Activities -- Internally Motivated Monitoring Activities -- 3. DETERMINING PRIORITIES IN MONITORING -- Importance to Patient Welfare -- Additional Institutional Interests -- Feasibility -- 4. SELECTING APPROACHES TO ASSESSING PERFORMANCE -- Definitions of Structure, Process, and Outcome -- Comments on the Structure-Process-Outcome Model -- Relative Usefulness of the Three Approaches -- Conclusions About the Choice of an Approach -- 5. FORMULATING CRITERIA AND STANDARDS -- Definitions of Terms -- Importance of Criteria and Standards -- Some Attributes of Criteria and Standards --

6. OBTAINING THE NECESSARY INFORMATION -- Medical Records --  
Surveys -- Financial Records -- Statistical Reports -- Direct  
Observation -- Test Situations -- 7. CHOOSING WHEN AND HOW TO  
MONITOR -- When to Monitor -- How to Monitor -- 8. CONSTRUCTING  
A MONITORING SYSTEM -- Key Elements -- 9. BRINGING ABOUT  
BEHAVIOR CHANGE -- Readjustments in the System -- Educational and  
Motivational Activities -- 10. THE EFFECTIVENESS OF QUALITY  
MONITORING -- Contextual Factors -- Operational Factors -- Some  
Concluding Remarks -- REFERENCES -- APPENDICES -- INDEX -- A --  
B -- C -- D -- E -- F -- G -- I -- L -- M -- N -- O -- P -- Q -- R -- S  
-- T -- U -- V.  
W.

---

Sommario/riassunto

Avedis Donabedian unravelled the mystery behind the concept of  
quality in health care by defining it in clear operational terms and  
provided detailed blueprints for both its measurement (known as  
quality assessment) and its improvement. In this text, he describes  
both in simple, clear terms.

---