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Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Quality management systems in healthcare : what are they and why are they useful? -- Background and introduction to the ISO family of standards -- Practical aspects of setting up a quality management system : how-to-do-it -- ISO and the culture of a healthcare organization -- Incorporating quality tools and techniques -- Clinical integration as facilitated by a quality management system -- Using ISO 9001 as the foundation for a performance improvement system -- Experience with ISO 9001 in a multi-specialty clinic -- ISO 9001 at the state department -- Experience with ISO 9001 in healthcare organizations -- Utilization of ISO 9001 concepts in the community setting : HIEs, PSOs, and ACOs.