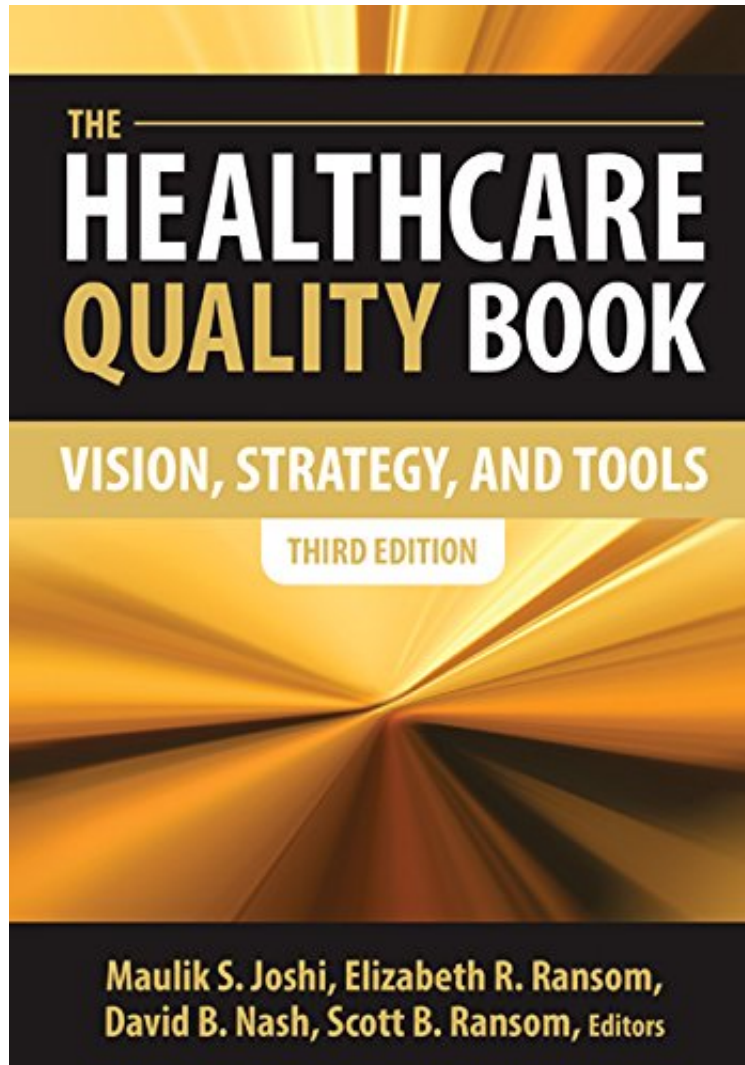


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# The Healthcare Quality Book: Vision, Strategy, and Tools, Third Edition

*Maulik S. Joshi, Elizabeth R. Ransom, David B. Nash, Scott B. Ransom*  
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As healthcare reform continues to transform US healthcare delivery and processes, one thing remains the same: the importance of quality. This book brings together a team of internationally prominent contributors who provide expertise on current strategies, tactics, and methods for understanding quality in a comprehensive way. The book provides a solid foundation on the components and importance of quality, while incorporating techniques to continuously improve and transform a healthcare system. This extensively updated edition includes: A new chapter, by Quint Studer of The Studer Group, that addresses hardwiring quality into the organization's culture for consistent delivery A new final chapter that details the latest developments in healthcare and maps a path for healthcare transformation Extensive content and emphasis on the Affordable Care Act as it relates to quality A discussion of the importance of quality in transitioning from fee-for-service models to value-based payment Tools to measure and improve patient experiences, such as dashboards and scorecards Information on emerging trends and challenges in healthcare, including electronic health records and physician engagement This comprehensive textbook is suited for undergraduate and graduate courses in healthcare administration as well as business, nursing, allied health, pharmacy, and medicine programs. Study questions in each chapter facilitate additional discussion.

About the Author Maulik S. Joshi, DrPH, is president of the Health Research Educational Trust (HRET) and senior vice president of research at the American Hospital Association (AHA). Dr. Joshi also oversees AHA's Institute for Diversity in Health Management and the Association for Community Health Improvement. Previously, Dr. Joshi served as senior advisor at the Agency for Healthcare Research and Quality; president and CEO of the Delmarva Foundation, which was an organizational recipient of the 2005 US Senate Productivity Award (based on the Malcolm Baldrige Award); vice president at the Institute for Healthcare Improvement; senior director of quality for the University of Pennsylvania Health System; and executive vice president of The HMO Group. Dr. Joshi is editor-in-chief of the Journal for Healthcare Quality. Elizabeth Ransom, MD, FACS, is executive vice president and clinical leader for the north zone of Texas Health Resources. She and the north zone operations leader are responsible for improving the health and well-being of the citizens of the North Texas Region. Prior to this role, Dr. Ransom served as chief quality officer at Texas Health Harris Methodist Hospital Southwest Fort Worth, where she was responsible for the quality improvement and safety program in addition to oversight of medical staff affairs, pharmacy, patient safety and risk management, laboratory services, case management, and the environment of care. David Nash, MD, is the founding dean of the Jefferson School of Population Health. This appointment caps a 20-year tenure on the faculty of Thomas Jefferson University, where Dr. Nash is the Dr. Raymond C. and Doris N. Grandon Professor of Health Policy. He has been repeatedly named to Modern Healthcare's list of Most Powerful Persons in Healthcare. He is on the VHA Center for Applied Healthcare Studies advisory board, and he is a member of the board of directors of The Care Continuum Alliance (formerly DMAA). Dr. Nash is a principal faculty member for quality of care programming for the American College of Physician Executives in Tampa, Florida, and is the developer of the ACPE Capstone Course on Quality. Scott B. Ransom, DO, FACHE, is a senior expert in the Healthcare Systems Services practice at McKinsey Company, Inc. He has more than 20 years of operations and leadership experience, including appointments as president and CEO of an academic health science center with a multispecialty clinical enterprise, several research institutes, and schools in medicine, public health, pharmacy, biomedical sciences, and health professions; as senior vice president/chief quality officer of an eight-hospital healthcare system; and as hospital vice president for medical affairs. Dr. Ransom has been a faculty member of three universities, including the University of Michigan in Ann Arbor, where he was a tenured professor in obstetrics, gynecology, health management, and policy.