

WORLD DEVELOPMENT GROUP

INCORPORATED

Quality Management Resource Directory (QMRD)

Definition of health care quality management

Fourth edition (November 2009)

For purpose of publishing the health care *Quality Management Resource Directory*, we 1) have defined "quality management" and 2) have identified the following subjects as being encompassed by "health care quality management." We welcome comments on which subjects should be added; which amended or deleted.

Quality management

The aspect of management concerned with quality policy and an organization's production function, including, mechanisms for 1) producing products to specifications, 2) designing products that customers desire, 3) producing the technologies that 3a) expand what can be produced (product technology) and 3b) how well it can be produced (process technology), and 4) mechanisms for improving quality management. *Subjects in italics were added to previous version.*

Subjects encompassed by health care quality management

- Accreditation
- Best practices
- Case management; concurrent review
- Clinical/business (process) re-engineering
- Clinical/ critical pathways
- Clinical quality assessment/improvement
- *Comparative effectiveness (analysis)*
- Consumer/patient satisfaction
- Continuous quality improvement
- Cost-effectiveness/-worth/-benefit analysis
- Demand management
- Disease (state) management
- Effectiveness research
- Evidence-based medicine/practice
- *Health (status) indicators; measurement/ monitoring*
- *Medication safety*
- *Never events; serious reportable events*
- Outcomes measurement/management
- Patient safety
- Pay-for-performance
- Peer review
- Performance measurement
- Person/patient-focused care; patient centeredness
- Practice guidelines, parameters, policies; review criteria
- Quality assessment
- Quality assurance
- Quality control
- Quality improvement
- Quality indicators/*measures*
- Quality measurement/benchmarking
- *Ratings*
- Report cards
- Risk analysis/management
- Standards of care
- Technology assessment
- Utilization management/review.