

# **WORLD DEVELOPMENT GROUP**

INCORPORATED

## ***Health Care Quality Management Resource Directory***

### ***Definition of health care quality management***

***Third edition (September 2006)***

For purpose of publishing the 2006 *Health Care Quality Management Resource Directory*, we have defined "quality management" below and have identified the following subjects as being encompassed by "health care quality management." We welcome comments on which subjects should be added; which deleted.

#### **Quality management**

The aspect of management concerned with quality policy and an organization's production function, including, for example, mechanisms for producing products to specifications, designing products that customers desire, and producing the technologies that expand what can be produced (product technology) and how well it can be produced (process technology), and mechanisms for improving quality management.

#### **Subjects encompassed by health care quality management**

- accreditation
- best practices
- case management, including concurrent review
- clinical/business (process) re-engineering
- clinical/critical pathways
- clinical quality assessment/improvement
- consumer/patient satisfaction
- continuous quality improvement
- cost-effectiveness/-worth/-benefit analysis
- demand management
- disease (state) management
- effectiveness research
- evidence-based medicine/practice
- outcomes measurement/management
- patient safety
- pay-for-performance
- peer review
- performance measurement
- person/patient-focused centric care; patient centeredness
- practice guidelines, parameters, policies; review criteria
- quality assessment
- quality assurance
- quality control
- quality improvement
- quality indicators
- quality measurement/benchmarking
- report cards
- risk analysis/management
- standards of care
- technology assessment
- utilization management/review.