WORLD DEVELOPMENT GROUP
INCORPORATED

Quality Management Resource Directory (QMRD)
Definition of health care quality management
Fifth edition (2013)

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 encompassed by health care quality management
Subjects in italics were added for this edition.

- Accreditation
- Best practices
- Case management; concurrent review
- Clinical/business (process) re-engineering
- Clinical/ critical pathways
- Clinical quality assessment/improvement
- Comparative effectiveness (analysis)
- *Compliance (monitoring)*
- Consumer/patient satisfaction
- Continuous quality improvement
- Cost-effectiveness/-worth/-benefit analysis
- Demand management
- Disease (state) management
- Effectiveness research
- *Evaluation (of research results, health care practices, patient outcomes, etc)*
- *Event (analysis); root cause analysis (RCA)*
- Evidence-based medicine/practice
- *Failure (modes) analysis*
- *Fraud, waste, and abuse*
- *Health care-associated infections*
- *Health research guidelines/standards (to ensure scientifically sound studies, results & outcomes)*
- Health (status) indicators; measurement/ monitoring
- *Health technology assessment (forecasting)*
- *High-reliability (organizations)*
- *Hospital acquired conditions*
- *Implementation science*
- *Infection control*
- *Learning systems*
- Medication safety
- Never events; serious reportable events
- Outcomes measurement/management
- Patient safety
- Pay-for-performance
- Peer review
- Performance measurement; *measures*
- Person/patient-focused care; patient centeredness
- Practice guidelines, parameters, policies, *standards*; review criteria
- Quality assessment
- Quality assurance
- Quality control
- Quality improvement
- Quality indicators/measures
- Quality measurement/benchmarking
- Ratings
- Report cards
- Risk *assessment*; analysis/management
- *Safe (health care) software*
- *Six sigma; lean methods*
- Standards of care
- *Translational research/science*
- *Transparency*
- Utilization management/review.