# Quality and Performance Improvement in Healthcare

## *Theory, Practice, and Management*

**Seventh Edition**

Patricia Shaw, EdD, RHIA, FAHIMA,
and Darcy Carter, DHSc, MHA, RHIA

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# About the Authors

**Patricia Shaw, EdD, RHIA, FAHIMA**, earned her doctorate and master's degrees in education. Dr. Shaw has been on the faculty of Weber State University since 1991, where she teaches in the Health Information Management and Health Services Administration programs. She has primary teaching responsibility for the quality and performance improvement curriculum in those programs. Prior to accepting a position at Weber State University, Dr. Shaw managed hospital health information services departments and was a nosologist for 3M Health Information Systems. In addition to this publication, Dr. Shaw is an editor for the *Registered Health Information Administrator (RHIA) Exam Preparation* and the *Registered Health Information Technician (RHIT) Exam Preparatio*n books published by AHIMA.

**Darcy Carter, DHSc, MHA, RHIA**, earned her doctorate degree in health science with an emphasis in leadership and organizational behavior and her master's degree in Healthcare Administration. She is the program director for the Master's in Healthcare Administration program, and continues to teach in the Health Information Management and Technology programs at Weber State University. Dr. Carter is also an editor of the *Registered Health Information Technician (RHIT) Exam Preparatio*n and the *Registered Health Information Administrator (RHIA) Exam Preparation* books published by AHIMA.

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# Preface for Students

You will soon be entering your chosen profession in the healthcare field. The issues involved in the management of quality in healthcare span the various clinical and administrative disciplines and must be approached from a variety of perspectives. Many improvements for healthcare services are developed through team-based activities. Employers also will expect you to be able to apply performance improvement (PI) data analysis and presentation tools. Prepare now for the possibility that at some point in the future you will be asked to facilitate a PI team meeting.

The authors of this text hope that this tool for programmed, incremental learning of the PI process will prepare you well for the challenges you will face in your new career. If you use this text carefully, you will probably find yourself miles ahead of your fellow students in preparation for today's healthcare environment.

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# Preface for Educators and Practitioners

This textbook from AHIMA presents a comprehensive introduction to the theory, practice, and management of performance and quality improvement processes for quality of patient care in healthcare organizations. Parts I and II provide a basic background in performance improvement (PI) philosophy and methodology for healthcare practice today. Each chapter has real-life examples and case studies from healthcare settings that bring home the importance of quality in healthcare services. QI toolbox techniques are presented both in theory and in practice so that your students can see how the techniques can actually be used in PI activities. Healthcare information management students will find the textbook's unique step-by-step and case study–based approach to the subject easy to use and understand. Students also will gain hands-on practice applying the analytical and graphic tools used in performance and quality improvement. Integrated into the chapter discussions are student projects that range from designing specific improvement projects to ongoing quality monitoring and managing quality improvement programs and staff.

Part III focuses on the issues inherent in the management of quality and PI programs in healthcare. Each chapter presents the issues and their backgrounds and most conclude with a case study to reinforce student learning and encourage critical thinking about the issues.

Instructor materials for this book are provided only to approved educators. Materials include lesson plans, PowerPoint slides, and other useful instructional tips, reminders, and resources. Please visit http://www.ahima.org/publications/educators.aspx for further instruction. If you have any questions regarding the instructor materials, please contact AHIMA Customer Relations at (800) 335-5535 or submit a customer support request at https://my.ahima.org/messages.

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# PART I

# A Performance Improvement Model

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