



Measuring Quality Improvement in Healthcare: A Guide to Statistical Process Control Applications

Raymond G. Carey, Robert C. Lloyd

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This ground-breaking book addresses the critical, growing need among healthcare administrators and practitioners to measure the effectiveness of quality improvement efforts. Written by respected healthcare quality professionals, *Measuring Quality Improvement in Healthcare* covers practical applications of the tools and techniques of statistical process control (SPC), including control charts, in healthcare settings. The authors' straightforward discussions of data collection, variation, and process improvement set the context for the use and interpretation of control charts. Their approach incorporates "the voice of the customer" as a key element driving the improvement processes and outcomes.

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