

Medical Care Quality

I. Historical Perspective of Quality

- A. Florence Nightingale
- B. Codman
- C. JCAHO
- D. National Commission on Quality Assessment
- E. Federal Government

II. Quality

- A. Definition
- B. Components
 - 1. Appropriateness
 - 2. Technical Excellence
 - 3. Accessibility
 - 4. Acceptability
- C. Dimensions
 - 1. Microview
 - a. Clinical Aspects
 - b. Interpersonal Aspects
 - c. Quality of Live
 - 2. Macroview
 - a. Cost
 - b. Access
 - c. Population Health
- D. Quality Assurance
 - 1. TQM
 - 2. CQI
 - 3. Mechanisms
 - a. licensing
 - b. accreditation
 - c. certification
- E. Quality Assessment
 - 1. Measurement Issues
 - a. Validity
 - b. Reliability
 - 2. Criteria for selecting areas

III. Conceptual Framework

- A. Structure
 - 1. Criteria
 - 2. Quality
 - 3. Methods
- B. Process
 - 1. Technical excellence
 - 2. Interpersonal excellence
 - 3. Methods
- C. Outcomes
 - 1. Measures
 - 2. Challenges