



Evolution of Health Care Quality and Patient Safety March 14, 2024

Objectives: By the end of the session, Fellows will:

1. Examine how health care quality improvement has evolved over time.
2. Review how quality improvement and patient safety have evolved over the past 20+ years.

Required Readings: *

- Pronovost, P.J. and Bienvenu, O.J. (2015). From shame to guilt to love. *JAMA*, 314(23):2507-8.
- Kuehn, B.M. (2014). Patient safety still lagging: advocates call for national patient safety monitoring board. *JAMA*, 312(9):879-80. James, J.T. (2013).
- A new, evidence-based estimate of patient harms associated with hospital care. *J Patient Saf*, 9(3):122-8.
- Institute of Medicine (November, 1999). *To Err Is Human: Building a Safer Health System*
- Institute of Medicine (March, 2001). *Crossing the Quality Chasm: A New Health System for the 21st Century*.

Suggested Readings:

- Landrigan, C.P., Parry, G.J., Bones, C.B., et al. (2010). Temporal trends in rates of patient harm resulting from medical care. *NEJM*, 363(22):2124-34.
- Agency for Healthcare Research and Quality. (2014). *Efforts To Improve Patient Safety Result in 1.3 Million Fewer Patient Harms: Interim Update on 2013 Annual Hospital-Acquired Condition Rate and Estimates of Cost Savings and Deaths Averted From 2010 to 2013*. Rockville, MD. Available at, <http://www.ahrq.gov/professionals/quality-patient-safety/pfp/interimhacrate2013.pdf>.
- Gawande, A. (Jan. 24, 2011). The hot spotters: can we lower medical costs by giving the neediest patients better medical care? *The New Yorker*.
- Kenney, C. (2008). *The Best Practice: How the New Quality Movement is Transforming Medicine*. New York, NY: PublicAffairs. (Chapter 1)
- Committee on Quality of Health Care in America and Institute of Medicine (2001). *Crossing the Quality Chasm: A New Health System for the 21st Century*. Washington, DC: National Academy Press.
- Best, M. & Neuhauser, D. (2004). Avedis Donabedian: father of quality assurance and poet. *Qual Saf Health Care*, 13:472-73.
- Best, M. & Neuhauser, D. (2005). W Edwards Deming: father of quality management, patient and composer. *Qual Saf Health Care*, 14:310-12.
- Best, M. & Neuhauser, D. (2006). Joseph Juran: overcoming resistance to organizational change. *Quality Saf Health Care*, 14:310-12.

* Available in electronic form on your flash drive