



Aligning health care: quality as a learning system [

Escuela Superior de Gestión Comercial y Marketing, ESIC, 2008

text (article)

Analítica

Quality health care in the United States is a multi-faceted and multi-dimensional concept based on scientific principles, while at the same time interacting with value judgments, customs, and perspectives. There are a wide variety of quality concept definitions and various approaches to the measurement of quality. However, there continues to be a lack of uniformity within the health care field itself. The methodology and approach used to evaluate different services creates a polemical multi-directional process and outcome. This paper will explore the concepts of quality health care in the U.S., Donabedian's methods for Quality Assessment structure-process-outcome, and the disputatious goal of improving health care quality for all stakeholders

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Baratz Innovación Documental

- Gran Vía, 59 28013 Madrid
- (+34) 91 456 03 60
- informa@baratz.es