Contents

Section 1: Healthcare Quality Management

1. **An Overview of Quality in Healthcare** 3
   Girdhar J Gyani

2. **The Basics of Quality Management** 16
   Ajit Singh, Girdhar J Gyani

3. **Quality Management Tools** 33
   Akhilesh N Singh

4. **Healthcare and Climate Change: Implementing Green Practices in Hospitals** 58
   Divya Alexander, Shriram Manogaran

5. **Effective Communication for Quality Healthcare** 69
   Alexander Thomas, Divya Alexander

Section 2: Quality Assurance in Hospital Functions

6. **Quality Assurance in Medical Laboratories** 87
   CV Anand, Jayaram N Iyengar, Venkatesh Thuppil

7. **Quality Assurance in Diagnostic Imaging Centers** 98
   Poonam Narang

8. **Quality Assurance in Hospital Facilities and Engineering Services** 109
   Col Dr Sunilkumar M Rao, Deepak Venkatesh Agarkhed

9. **Quality Assurance in Emergency Departments** 128
   Saravana Kumar S, Tamorish Kole

10. **Quality Assurance in Critical Care** 139
    Binila Chacko, JV Peter

Section 3: Patient Safety Management

11. **Patient Safety Framework** 153
B Krishnamaurthy, Renuka Vidyashankar

12. **Infection Control** 167
Sanjeev Singh

13. **Medication Safety** 193
Sangeeta Sharma, Subhrojyoti Bhowmick

14. **Monitoring of Clinical and Managerial Indicators** 215
Parag Rashmikant Rindani, Natasha Bhasin

15. **Standard Treatment Guidelines** 230
Sangeeta Sharma

16. **Clinician Engagement in Patient Safety and Quality** 242
Badari Datta, Girdhar J Gyani

Section 4: Clinical Governance

17. **An Introduction to Clinical Governance** 253
Vinit Raj

18. **Education and Training** 260
Naresh Shetty

19. **The Role of Leadership in Quality Healthcare and Patient Safety** 267
Girdhar J Gyani, Pawan Kapoor, Anupam Sibal

20. **Health Informatics and Health Information Management** 274
Suptendra Nath Sarbadikari, S Murali

21. **Clinical Audit** 287
Anand R

22. **Clinical Effectiveness** 302
Narayan Pendse

23. **Risk Management in Healthcare** 310
Badari Datta, Sunny Kuruvilla

Section 5: Management of Healthcare Organizations

24. Planning and Designing of Patient-centric Hospitals **327**
Vivek Desai

25. Complying with Legal and Statutory Requirements in Hospitals **345**
Suganthi Iyer

26. Managing the Quality and Cost of Healthcare **358**
Vijay Agarwal

27. Patient and Family Engagement **368**
Anuradha Pichumani

28. Implementing and Sustaining the Quality Journey in a Healthcare Organization **379**
Girdhar J Gyani, Lallu Joseph

29. Healthcare Quality during Pandemics **387**
Alexander Thomas, Badari Datta, Umashankar Raju D

30. Emerging Trends in Healthcare **406**
Sanjeev Singh, Girdhar J Gyani

Index **417**